



March 9, 2006

RE: RFP DGS-2053 **ADDENDUM #24**

TO ALL INTERESTED BIDDERS:

This addendum makes changes or corrections to the following RFP Sections:

SECTION 6.1

TOC. Updated entire table of contents.

6.1.2.10, page 37. Changed the term “50 gig” in the second bullet to “50G.” Deleted third bullet: “Numeric Classification Locator.”

6.1.2.15.2, page 49. Revised the list of bullets at the bottom of the page.

6.1.3.2.6, page 66. Revised the list of bullets. NOTE: this change was made as part of Addendum 16 (and was reflected in the revised RFP on the CALNET II web site) but it was inadvertently never issued as part of Addendum 16. It is corrected and reissued in this addendum.

6.1.3.8, page 91. Changed heading reference to “(D).” Revised language in the paragraph and added the last sentence.

6.1.3.8.a, page 92. Changed heading reference to “(D).”

6.1.3.11.2, page 97. Revised the list of bullets and deleted the last paragraph.

6.1.5.1.3, page 115. This page was revised in Addendum 17 and is correct in documents on the CALNET II website. However, the attached page in Addendum 17 incorrectly indicated Subsection number 6.1.5.1.3 as “6.1.5.1.1”. It is corrected and reissued in this addendum.

6.1.8.1, page 132. Change “10” business days at the bottom of the paragraph to “15” business days.

6.1.8.2, page 139. Changed the term “Fraud Management System” to “Fraud Detection and Monitoring Services.” Deleted the expression “...that the Contractor shall identify and...” from last line in the 2nd paragraph.



6.1.8.2, page 140. Revised the list of bullets at top of the page.

6.1.8.3, page 141. Added second paragraph regarding billing credits.

6.1.11.1, page 156. Added new third paragraph regarding “associated SLAs.”

6.1.11.2.1, page 160. Added new second bullet regarding “circuit failing to meet performance objectives.”

6.1.11.2.3, page 164. Revised the list of ‘Services’ in the first column. Modified text under the ‘Definition’ and ‘Measurement Process’ headings in the second column.

6.1.11.2.4, page 166-167. Revised the list of ‘Services’ in the first column. Replaced “OCX” with “OC_X” under the Definition heading in the second column. Deleted the rest of the table from page 167 (it was moved up to page 166).

6.1.11.2.5, page 168-169. Revised the list of ‘Services’ in the first column. Deleted the rest of the table from page 169 (it was moved up to page 168).

6.1.11.2.6, page 170-171. Revised the list of ‘Services’ in the first column. Deleted the rest of the table from page 171 (it was moved up to page 170).

6.1.11.2.9, page 176-177. Revised the list of ‘Services’ in the first column. Deleted the rest of the table from page 177 (it was moved up to page 176).

6.1.11.2.12, page 181-182. Added a row to the bottom of 181. Changed “30” days to “45” days in the top row on page 182.

6.1.11.2.13, page 184. Revised the list of ‘Services’ in the first column. Added wording “trouble reporting shall be 7X24” to the ‘Measurement Process’ paragraph in the second column. Revised list of ‘Objectives’ in the second column.

6.1.11.2.14, page 186. Revised the list of ‘Services’ in the first column. Added the phrase “or service” to the ‘Measurement Process’ paragraph in the second column. Revised list of ‘Objectives’ in the second column.

6.1.11.3.2, page 192. Deleted the term “proprietary” in the first column. Revised the ‘Measurement Process’ paragraph in the second column. Revised the items under ‘Customer Rights and Remedies’ in the second column.

6.1.12.2.4, page 207. Revised the list of bullets.



SECTION 6.2

TOC. Updated entire table of contents.

6.2.3.a, pages 5-8. Revised list of “Feature Names” and “Feature Descriptions” in Table 6.2.3.a (this required adding pages 5-a, 5-b, and 5-c). Deleted Table 6.2.3.b, “Long Distance Calling on page 6.” Adjusted formatting on pages 7 and 8.

6.2.6.1.4.a, page 22. Removed the word “up” from the first column of the table at top of the page.

6.2.7, page 24. Deleted fourth paragraph for “Numeric Classification Locator.”

6.2.9 page 29. Moved acronym “(CTI)” in heading to immediately after “Computer Telephone Integration”.

6.2.10.a, page 32-33. Revised list of “Feature Names” and “Feature Descriptions” in the table.

6.2.10.2.a, page 36. Revised list of “Feature Names” and “Feature Descriptions” in the first table.

6.2.12.a, page 39. Added new third paragraph at top of the page.

6.2.14.2, page 44. Revised list of bullets and deleted next-to-the-last paragraph.

6.2.19.1, page 66. Changed “10” business days to “15” business days at the end of the last paragraph.

6.2.19.1.8, page 72. Fifth bullet: changed “1/31” to “1/30.”

6.2.19.2, page 73-74. Changed the term “Fraud Management System” to “Fraud Detection and Monitoring Services” on pages 73 and 74. Revised the last sentence in the second paragraph on page 174, and revised the subsequent list of bullets.

6.2.19.3, page 75. Added a new second paragraph regarding billing credits.

6.2.22.1, page 91-92. Added a new third paragraph on page 91. Revised text under “Monthly Rights and Remedies” in the top table on page 92.

6.2.22.2.1, page 94. Added a new third bullet near the bottom of the page.



6.2.22.2.3, page 98. Deleted “Orders over 500...” text from the second column in the table.

6.2.22.2.8, page 105. Changed “a” to “an” under ‘Objectives’ in the second column of the table.

6.2.22.3.2, page 113. Deleted the term “proprietary” in the first column. Revised the ‘Measurement Process’ paragraph in the second column. Revised the items under ‘Customer Rights and Remedies’ in the second column.

6.2.23.1, page 120. Changed “forsix” to “for six” in the large paragraph near the bottom of the page.

6.2.23.2.4, page 126-127. Revised the list of bullets spanning both pages.

6.2.24.2, page 134. This page was revised in Addendum 17 and is correct in documents on the CALNET II website. However, then number “6.2.24.2” was incorrectly numbered as “6.2.25.2” in the Addendum 17 attachment. It has been corrected and reissued in this addendum.

6.2.24.3, page 135. Deleted the sentence “A separate ticket shall be opened for phone number or service” in the first paragraph.

6.2.24.4, page 136. Deleted “, or” in the third bullet. Deleted the fourth bullet.

SECTION 6.3

TOC. Updated entire table of contents.

6.3.1.a, page 7. Second paragraph: changed “Converged Services, IP Telephony” to “Hosted solution.”

6.3.2.3.3, page 14. Added bullets to the list near bottom of the page.

6.3.3.1, page 33-34. Revised (and added bullet symbols to) the list of bullets spanning both pages.

6.3.3.8.b, page 48. Deleted third bullet at top of the page.



6.3.4.1, page 50. Changed “includes” to “include” in the sentence at the bottom of the page, before the bullets.

6.3.4.2.2, page 53. Corrected Section numbers for 6.3.4.2.2 and 6.3.4.2.3.

6.3.5.1.4.a, page 77. Added “over” 192 ports near the bottom of the first table.

6.3.5.1.5, page 78. Changed “interface” to “integration” at the end of the first paragraph.

6.3.5.2, page 80. Deleted second listed item: “Numeric Classification Locator.”

6.3.5.4, page 85-86. Changed “interface” to “integration” on both pages.

6.3.11.1, page 111. Changed “10” business days to “15” business days.

6.3.11.1.8, page 117. Changed “1/31” to “1/30” in the fourth bullet.

6.3.11.2, page 118-119. Changed “Fraud Management System” to “Fraud Detection and Monitoring Services” in the section name and in the first paragraph on page 118. Also revised list of bullets on page 119.

6.3.11.3, page 119. Added new second paragraph near bottom of the page.

6.3.14.1, page 134. Added new third paragraph. Changed “SLAS” to “SLAs” in the last line of the table.

6.3.14.2.1, page 137. Added new second bullet.

6.3.14.2.3, page 141. Revised text in the table under “Definition” and “Measurement Process.”

6.3.14.2.4, page 142. Revised text in table under “Definition.”

6.3.14.2.11, pages 150-151. Changed “interface” to “integration” in the first column (at the top of the column on page 150, and bottom of the column on page 151).

6.3.14.2.14, page 153. Changed “15” days to “20” days in the second column.

6.3.14.2.14, page 154. Changed “interface” to “integration” in the first column.

6.3.14.3.2, page 158. Deleted the term “proprietary” in the first column. Revised text in the table under “Definition” and “Measurement Process” in the second column.



6.3.15.2.4, page 171-172. Revised list of bullets spanning both pages.

SECTION 6.4

TOC. Updated entire table of contents.

6.4.2.1, page 7. Revised list of bullets.

6.4.3.1, page 8-9. Moved the paragraph from top of page 9 to the bottom of page 8, where it had been originally.

6.4.9.1, page 103. Changed “10” business days to “15” business days, at the end of the first paragraph.

6.4.9.1.8, page 109. Changed “1/31” to “1/30” in the fifth bullet.

6.4.9.2, page 110-111. Changed “Fraud Management System” to “Fraud Detection and Monitoring Services” in the section name and in the first paragraph on page 110. Revised the second paragraph on page 111, and revised the subsequent list of bullets.

6.4.9.3, page 112. Added new second paragraph at top of the page.

6.4.12.1, page 126. Revised last sentence in the first paragraph. Revised second paragraph. Added new third paragraph.

6.4.12.2.1, page 130. Added new second bullet near bottom of the page.

6.4.12.2.3, page 134. Revised text in the table under “Definition” and “Measurement Process” in the second column.

6.4.12.2.4, page 135-136a. Revised text in table on page 135. Revised text under “Definition” in the second table on page 136. Deleted some text under “Measurement Process” in the second table on page 136. Revised number of hours under ‘Objectives’ on page 136. Revised ‘percent’ under ‘Immediate Rights and Remedies’ on page 136. Added new table for “Catastrophic Outage 1” on page 136-a.

6.4.12.2.5, page 137-137a. Revised text in first and second columns of the table on page 137. Added new table for “Catastrophic Outage 3” on page 137-a.



6.4.12.2.6, page 138-139. Revised text throughout table on page 138. Added new table for “Round Trip Transmission Delay” on page 139.

6.4.12.2.7, page 140-140a. Revised text throughout table on page 140. Added new table for “Excessive Outage” on page 140-a.

6.4.12.3.2, page 147. Deleted the term “proprietary” in the first column. Revised text in the table under “Measurement Process” and “Customer Rights and Remedies” in the second column.

6.4.13.2.4, page 160. Revised list of bullets.

SECTION 11

Glossary. Reissued entire glossary to reflect page-numbering changes only.

GENERAL NOTE

All of the references above are summaries. Please read the entire text of each change. Changes are indicated by a horizontal or vertical line in the right margin of each page. A horizontal line indicates that text has been removed. A vertical line means text has been added or text has been changed. Please replace the RFP pages with the pages included in this addendum.

Please send any questions to me via e-mail.

Sincerely,

Steven Casarez
DGS, Procurement Division
Technology Acquisitions Section
P.O. Box 989054
West Sacramento, CA 95798-9054
(916) 375-4481
email: steve.casarez@dgs.ca.gov

Section 6.1

Section 6.1 Core Services – MODULE 1

TABLE OF CONTENTS

6.1	CORE SERVICES (MODULE 1).....	1
6.1.1	MODULE 1 RFP REQUIREMENTS.....	1
6.1.1.1	Designation Of Requirements	1
6.1.1.2	Compliance With Section 4 (M)	3
6.1.2	CORE VOICE SERVICES (M-O).....	3
6.1.2.1	Voice Network Design (M).....	4
6.1.2.2	Minimum Requirements (M).....	5
6.1.2.3	Interoperability Requirements (M-O)	6
6.1.2.4	Business Access Line (M-O).....	7
6.1.2.5	Central Office Exchange Basic Services (M-O)	10
6.1.2.6	Central Office Trunk Service (M-O).....	16
6.1.2.7	Intra-LATA Calling (M-O)	19
6.1.2.8	(deleted).....	20
6.1.2.9	Locally Based Automatic Call Distribution (ACD) (M-O).....	23
6.1.2.9.1	Basic Agent Package (M-O).....	25
6.1.2.9.2	Basic Supervisor's Package (M-O)	28
6.1.2.9.3	System Administrator Software Package (M-O).....	31
6.1.2.9.4	Management Information System For Call Centers (M-O)	32
6.1.2.9.5	Call Center Maintenance (M).....	35
6.1.2.9.6	Additional Maintenance Options (M-O)	36
6.1.2.10	Interactive Voice Response (IVR) System (M-O)	36
6.1.2.11	Specialized Call Routing (M-O).....	39
6.1.2.12	Computer Telephone Integration (CTI) (M-O)	42
6.1.2.13	Voice Mail Services (M-O).....	43
6.1.2.14	Operator Services (M-O).....	47
6.1.2.15	Voice Network Operations and Management (M).....	49
6.1.2.15.1	General Description (M)	49
6.1.2.15.2	Security (M)	49
6.1.2.15.3	Voice Network Disaster Recovery and Operational Recovery Plan (M).....	50
6.1.3	CORE DATA SERVICES (M-O).....	52
6.1.3.1	WAN Backbone Design (M).....	53
6.1.3.2	Data Transport Services (M)	55
6.1.3.2.1	Analog Service (M-O).....	55
6.1.3.2.2	Carrier DS0 Service (M-O)	56
6.1.3.2.3	Carrier DS1 Service (M-O)	59
6.1.3.2.4	Carrier DS3 Service (M-O)	62

6.1.3.2.5	Gigabit Ethernet Metropolitan Area Network (MAN) (D)	64
6.1.3.2.6	Multi Protocol Label Switching (MPLS) Services (D)	65
6.1.3.3	Synchronous Optical Network (SONET) (D)	67
6.1.3.4	ISDN Basic Rate Interface (BRI) (M-O)	73-a
6.1.3.5	ISDN Primary Rate Interface (PRI) (M-O)	74
6.1.3.6	Switched 56 (D)	74-a
6.1.3.7	Frame Relay Service and Asynchronous Transfer Mode (ATM) Data Services (M-O)	77
6.1.3.7.1	Frame Relay (M-O)	78
6.1.3.7.2	Asynchronous Transfer Mode Data Services (M-O)	80
6.1.3.7.3	ATM and Frame Relay Management Services (D)	86
6.1.3.7.4	Managed Frame Relay (M-O)	87
6.1.3.8	Agency Hosted Digital Subscriber Line (DSL) (M-O)	91
6.1.3.9	DSL Virtual Private Network (D)	93
6.1.3.10	Audio Conferencing (M-O)	94
6.1.3.11	Data Network Operations And Management (M-O)	96
6.1.3.11.1	General Description (M-O)	96
6.1.3.11.2	Security (M)	97
6.1.3.11.3	Data Network Disaster Recovery and Emergency Operations (M)	98
6.1.4	GENERAL TRAINING REQUIREMENTS (M)	100
6.1.4.1	Transition Orientation and Training (M)	102
6.1.4.2	Contract Services Training (M)	104
6.1.4.3	Contract Management Training (M)	105
6.1.4.4	Classroom/Seminar Education and Training (D)	106
6.1.4.5	Training Plan (M)	108
6.1.4.6	Training Oversight & Coordination (M)	109
6.1.5	OTHER SERVICES	110
6.1.5.1	Cable and Wire Services	110
6.1.5.1.1	Extended Demarcation Wiring Services (M-O)	111
6.1.5.1.2	Station Wiring Services (D)	113
6.1.5.1.3	Inside Wiring Services (D)	115
6.1.5.2	Sacramento Fiber Loop Facilities (D)	117
6.1.5.2.1	Emergency Restoration Services-Fiber Loop (D)	117
6.1.5.3	DTS Outside Plant Copper Facilities (M)	119-a
6.1.5.3.1	Underground Service Alert Lookups (M)	119-b
6.1.5.4	Lease Back of State Property (M—if Contractor utilizes State's copper Facilities)	119-d
6.1.5.5	Services Related Hourly Support (M-O)	119-d
6.1.6	REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M)	120
6.1.6.1	Compatibility (M)	120
6.1.6.2	Exclusively Available Voice Sets And Voice/Data Equipment (M-O)	121

6.1.6.3	Exclusive Managed Frame CPE (M-O)	122
6.1.7	END-USER SUPPORT (M)	124
6.1.7.1	General Requirements (M)	124
6.1.7.1.1	General DTS/ONS Responsibilities	125
6.1.7.1.2	Contractor's General Responsibilities (M).....	126
6.1.7.2	Planning (M).....	127
6.1.7.3	Design (M)	127
6.1.7.4	Provisioning and Implementation Requirements (M)	128
6.1.7.5	Marketing Requirements (M)	130
6.1.8	INVOICING SERVICES (M)	131
6.1.8.1	Invoicing System for Voice & Data Services (M)	132
6.1.8.1.1	Invoicing System Requirements (M)	132
6.1.8.1.2	Flexible Billing Cycles (D)	133
6.1.8.1.3	Addition of New Fields (D).....	134
6.1.8.1.4	Automated Refund (D).....	134
6.1.8.1.5	Customer Management Software (D).....	135
6.1.8.1.6	DTS/ONS Report Management (D)	135
6.1.8.1.7	Invoice Content Requirements (M).....	136
6.1.8.1.8	General Invoice System Requirements (M)	137
6.1.8.2	Fraud Management System (M).....	139
6.1.8.3	Back Billing (M)	141
6.1.8.4	Invoice Audits (M)	141
6.1.8.4.1	Audits (M)	141
6.1.8.4.2	Contractor Invoice Audit Responsibility (M)	142
6.1.8.5	Administrative Fee Collection (M)	143
6.1.8.6	California State Accounting and Reporting System (CALSTARS) (D)	144
6.1.9	CONTRACTED SERVICE PROJECT WORK (M)	147
6.1.9.1	Coordinated Project Work (M).....	147
6.1.9.2	Managed Project Work (M)	149
6.1.10	CUSTOMER ADVOCACY (M)	151
6.1.10.1	Customer Service Center (M).....	152
6.1.10.2	Escalation Process (M)	153
6.1.10.2.1	Escalation Plan (M)	154
6.1.10.2.2	Technical Resources (M).....	154
6.1.10.2.3	Network Outage Response (M).....	155
6.1.11	SERVICE LEVEL AGREEMENTS (SLA) (M)	156
6.1.11.1	Service Level Agreement Overview (M)	156
6.1.11.1.1	Technical Requirements versus SLA (M)	159
6.1.11.1.2	Two methods of outage reporting: Customer or Contractor (M)	159
6.1.11.2	Network Service Level Agreements (M)	160
6.1.11.2.1	General Requirements (M)	160

6.1.11.2.2	Trouble Ticket Stop Clock Conditions (M)	161
6.1.11.2.3	Service Availability (M)	164
6.1.11.2.4	Catastrophic Outage 1 (M)	166
6.1.11.2.5	Catastrophic Outage 2 (M)	168
6.1.11.2.6	Catastrophic Outage 3 (M)	170
6.1.11.2.7	Transmission Delay (M)	172
6.1.11.2.8	Enhanced Service Outage (M)	174
6.1.11.2.9	Excessive Outage (M)	176
6.1.22.2.10	Mean Time To Repair (M)	178
6.1.11.2.11	Notification (M)	179
6.1.11.2.12	Provisioning (M)	181
6.1.11.2.13	Time to Repair (TTR) – Major (M)	184
6.1.11.2.14	Time to Repair (TTR) – Minor (M)	186
6.1.11.2.15	Time To Repair (TTR) – Network Dialing Services (NDS) (M)	188
6.1.11.2.16	Description: Response Duration from Receipt of Order (M)	189
6.1.11.3	Administrative Service Level Agreements (M)	190
6.1.11.3.1	Administrative Fee Reports /Electronic Fund Transfer Notification Delivery Intervals (M)	191
6.1.11.3.2	Invoicing Accuracy (M)	192
6.1.11.3.3	Report Delivery Intervals (M)	193
6.1.11.3.4	Tools and Report Implementation (M)	195
6.1.11.3.5	Tool Availability (M)	197
6.1.11.4	Glossary of SLA Related Terms (M)	198
6.1.12	FISCAL MANAGEMENT (M)	200
6.1.12.1	Fiscal Management Database(s) (M)	201
6.1.12.2	Fiscal Management Reports (M)	202
6.1.12.2.1	DTS/ONS Fiscal Inventory Report of All Services (M)	203
6.1.12.2.2	DTS/ONS Detail of Services Billed Report by Service (M)	204
6.1.12.2.3	DTS/ONS Detail of Services Billed Report by Agency (M)	205
6.1.12.2.4	Trouble Ticket/SLA Credits Fiscal Report (M)	206
6.1.12.2.5	DTS/ONS Service Order/Provisioning Fiscal Report (M)	208
6.1.12.2.6	DVBE Tracking Fiscal Report (M)	209
6.1.12.2.7	Service Location Report (M)	210
6.1.12.2.8	General Customer Profile Information (M)	211
6.1.12.3	DTS/ONS Fiscal Audits (M)	211
6.1.13	MANAGEMENT TOOLS AND REPORTS (M)	212
6.1.13.1	Public Web Site (M)	213
6.1.13.2	Private Web Site (M)	214
6.1.13.3	Customer Trouble Ticket Reporting and Tracking System (M)	215
6.1.13.4	Service Provisioning, Tracking, and Inventory System (M)	216
6.1.13.5	On-Line Tool for Moves, Adds, and Changes (M)	217
6.1.13.6	Network Backbone Monitoring Application/Tool (M)	218

6.1.13.7	Backbone Network Inventory Report (M)	219
6.1.13.8	Service Level Agreement (SLA) Reports (M)	220
6.1.13.8.1	SLA Report Requirements (M)	221
6.1.13.8.2	SLA Provisioning Report Requirements (M).....	222
6.1.13.8.3	CAT 1, 2 and 3 SLA Report Requirements (M)	223
6.1.13.9	Contracted Service Project Work Reports (M)	223
6.1.13.9.1	Coordinated Project Work Report (M).....	223
6.1.13.9.2	Managed Project Work Report (M).....	224
6.1.14	REQUIRED TRANSITION STRATEGY (M)	226
6.1.14.1	Transition-In Requirements of Startup (M).....	226
6.1.14.2	Transition-Out Requirements of Termination (M).....	229

Contractor shall provide the following applications of IVR:

- **Automated Attendant** - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service
- **IVR Capacity** – The standard IVR package for this Contract shall include up to 200 agents and 50G of storage. Any solutions that require more capacity than stated above will be handled as an ICB
- **Translator** - Translates and forwards old telephone number to new telephone number
- **Names Directory** - Allows callers to spell a name using the telephone keypad, and then have the IVR system read back the name and transfer the call to that person's telephone
- **Voice Library** - Provides playback of voice recorded 'library' of information
- **Intelligent Call Transfers** - Transfer callers based on time-of-day, day-of-week, language, or zip code
- **Call Progress Detection** – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played
- **Maintenance** - See Section 6.1.2.9.6

Custom applications of IVR:

- Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR shall be provided in accordance with the provisions for contracted service project work as described in Section 6.1.13.9.1

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.1.2.15 Voice Network Operations and Management (M)**6.1.2.15.1 General Description (M)**

The Contractor shall provide the proposed voice network that meets industry Standards. The Bidder shall provide a general description of its voice network operations and management.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.2.15.2 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor's shall commit to the following:

- Security Administration
- Support all current and future US encryption Standards
- Physical site security

- Geographic and implementation limitations
- All associated pricing for components
- Service installation intervals

The MPLS solution presented shall comply with industry definitions and/or Standards as set by the IETF to include the following features:

- Remote VPN tunneling
- Access to Internet providers
- VPN management
- Non IP Traffic (SNA, Appletalk, IPX)
- Encryption
- Authentication
- Firewall features

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor may offer MPLS service and features detailed in Table 6.1.3.2.6

Table 6.1.3.2.6 MPLS Service (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
MPLS Service	MPLS Service as described above		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

The Contractor may offer the Managed Frame Relay service and features detailed in Table 6.1.3.7.4.b

Table 6.1.3.7.4.b Managed Frame Relay Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Hardware Maintenance	Contractor shall provide quick delivery and installation of failed Hardware or parts to correct network problems. Contractor to provide proposed Hardware maintenance plans as follows: Level 1--8am -5pm Monday through Friday; next business day Hardware maintenance/ replacement Level 2--8am -5pm Monday through Friday; 4 hour Time to Repair (TTR) calculated per occurrence based on the trouble ticket. Level 3--24 hours a day by 7 days a week; 4 hour TTR calculated per occurrence based on the trouble ticket.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.1.3.8 Agency Hosted Digital Subscriber Line (DSL) (D)

The Contractor shall provide an Agency Hosted Digital Subscriber Line (DSL) service.

To provision DSL service, an ATM PVC or path must be established between the DSL End-User DSLAM (located in a Central Office) and the Agency LAN. One Permanent Virtual Circuit shall support multiple virtual circuits served by each DSLAM. Each End-User is assigned a virtual circuit, establishing a permanent virtual link between the End-User and the Agency. Hosted transport segment (DSLAM to Agency LAN handoff) shall be obtained from services offered under section named: "Frame Relay Service and Asynchronous Transfer Mode Data Services".

The Contractor shall provide, at a minimum, the following:

- Asymmetrical with 128Kbps upstream and 384 Kbps downstream
- Asymmetrical with 1.544 Mbps downstream and 384 Kbps upstream

- Symmetrical at 384 Kbps

Service shall meet ANSI T1.413 Standards.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the DSL service and features detailed in Table 6.1.3.8.a

Table 6.1.3.8.a Digital Subscriber Line (DSL) Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Asymmetrical with 128Kbps upstream and 384 Kbps downstream Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Asymmetrical with 384 Kbps upstream and 1.544 Mbps downstream Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			
Symmetrical at 384 Kbps Tier 1	Service as described above. For a remote LAN application, the PVC charge is part of the ATM service billed to the Agency		
Bidder's Description:			

6.1.3.11.2 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor's shall commit to the following:

- Current state-of-the-art security standards applicable to proposed solutions to be updated in line with the industry
- Network Security Training
- Security Administration
- Support all current and future US encryption Standards
- Security Event Correlation
- Physical site security

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Station Cabling – Horizontal Copper Cat 6	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 4-pair Category 6 CMP UTP.		
Bidder's Description			
Station Cabling – Horizontal Optical Fiber-IEEE 802.3Z	Wiring services for extending services from the Customer's Horizontal Crossconnect location to the Customer's station location utilizing one 2-Strand Multimode 62.5/125 or 50.125 um optical fiber cable for speeds not greater than 1 Gbps (IEEE802.3Z). CMP rated.		
Bidder's Description			
Station Cabling – Horizontal Copper - Identify, Test and Label	Wiring services to identify, test, and label existing horizontal station wiring per single station location.		
Bidder's Description			

6.1.5.1.3 Inside Wiring Services (D)

Contractor shall provide inside wiring services to support the services covered by RFP Section 6.1 for all Customer occupied buildings where services under this Contract are being offered. Inside wiring includes labor and material for wire/cable related activities not specifically defined in Section 6.1.5.

In the cost table of Section 7, the Contractor shall provide a fixed hourly-rate schedule for identified labor classifications.

6.1.8.1 Invoicing System for Voice & Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross-reference data such as, port and circuit numbers, etc. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 business days after the end of the billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the Customer
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, nodes, or circuits within the department
- Upon receipt of a circuit disconnect request the closing bill details shall be generated on the next billing cycle

location_____page_____paragraph_____

Description:

6.1.8.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice or data networks by perpetrators whose intention is to avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs of services associated with fraudulent usage. Examples of fraud include:

- Clip-on – use of instrument to divert line
- Clip-on Payphone – use of instrument in parallel of coin or card phone line
- Payphone meter pulse defeat – suppressing circuitry
- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Conference Call Manipulation

- Security breaches
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.8.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification..

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.1.8.4 Invoice Audits (M)**6.1.8.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment and five (5) years for e-rate funded projects, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

- Provide an Executive Summary report upon request by DTS/ONS. Information for this report shall include:
 - High-level event summary
 - Impact to the State Customers
 - Timeline of events
 - Discussion/outage issues
 - Mitigation plan/path forward

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.1.11.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for voice and data services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA. Specified SLAs provide the Customer with the option of tiered objectives SLAs.

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.1. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.1.

6.1.11.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single circuit or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC) plus any applicable AMUCs
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level Agreements between subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights and remedies for service outages for those services are as set forth in Sections 6.1.11.2.2 through 6.1.11.2.16
- The election by DTS/ONS of any remedy covered by this Contract shall not exclude or limit DTS/ONS's or any Customer's rights and remedies otherwise available within the Contract or at law or equity
- The Contractor shall act as the single point of contact coordinating all entities to meet the State's needs for provisioning, maintenance, restoration

6.1.11.2.3 Service Availability (M)

Services	Service Availability Percentage																				
Analog* Asynchronous Transfer Mode (ATM)* Carrier* Agency Hosted Digital Subscriber Line (DSL)* DSL Virtual Private Network (VPN)* Frame Relay* Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)* ISDN Primary Rate Interface (PRI)* Gigabit Ethernet Metropolitan Area Network (MAN)* SONET* Switched 56*	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p> <p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p> <p>Monthly Network Availability (%) = $1 - \frac{\text{total minutes of connection outage per month}}{\text{days in month} \times 24 \text{ hours} \times 60 \text{ mins}} \times 100$.</p> <p>Objectives</p> <table> <tr> <th>Tier 1</th><th>Tier 2</th></tr> <tr> <td>Analog > 99.2 percent</td><td>Analog > 98.7 percent</td></tr> <tr> <td>DS0 > 99.2 percent</td><td>DS0 > 98.7 percent</td></tr> <tr> <td>DS1 > 99.5 percent</td><td>DS1 > 99.0 percent</td></tr> <tr> <td>DS3 > 99.8 percent</td><td>DS3 > 99.3 percent</td></tr> <tr> <td>OCX > 99.8 percent</td><td>OCX > 99.3 percent</td></tr> <tr> <td>DSL > 99.2 percent</td><td>DSL > 98.7 percent</td></tr> <tr> <td>Gig Ethernet/MAN > 99.7 percent</td><td>Gig Ethernet/MAN > 99.2 percent</td></tr> <tr> <td>PRI ISDN > 99.5 percent</td><td>PRI ISDN > 99.0 percent</td></tr> <tr> <td>BRI ISDN > 99.2 percent</td><td>BRI ISDN > 98.7 percent</td></tr> </table> <p>“*” = Tier 1 is mandatory-optional; Tier 2 is desirable</p> <p>Immediate Rights and Remedies</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog > 99.2 percent	Analog > 98.7 percent	DS0 > 99.2 percent	DS0 > 98.7 percent	DS1 > 99.5 percent	DS1 > 99.0 percent	DS3 > 99.8 percent	DS3 > 99.3 percent	OCX > 99.8 percent	OCX > 99.3 percent	DSL > 99.2 percent	DSL > 98.7 percent	Gig Ethernet/MAN > 99.7 percent	Gig Ethernet/MAN > 99.2 percent	PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent	BRI ISDN > 99.2 percent	BRI ISDN > 98.7 percent
Tier 1	Tier 2																				
Analog > 99.2 percent	Analog > 98.7 percent																				
DS0 > 99.2 percent	DS0 > 98.7 percent																				
DS1 > 99.5 percent	DS1 > 99.0 percent																				
DS3 > 99.8 percent	DS3 > 99.3 percent																				
OCX > 99.8 percent	OCX > 99.3 percent																				
DSL > 99.2 percent	DSL > 98.7 percent																				
Gig Ethernet/MAN > 99.7 percent	Gig Ethernet/MAN > 99.2 percent																				
PRI ISDN > 99.5 percent	PRI ISDN > 99.0 percent																				
BRI ISDN > 99.2 percent	BRI ISDN > 98.7 percent																				

6.1.11.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET</p> <p>Switched 56*</p> <p>Voice Mail</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>The total loss of either the service or circuits, 25 or greater at the same address location, or any single OCx.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1192 1393 1335"> <tr> <th data-bbox="685 1192 1045 1245">Tier 1</th><th data-bbox="1045 1192 1393 1245">Tier 2</th></tr> <tr> <td data-bbox="685 1245 1045 1335">Less than 2 hours</td><td data-bbox="1045 1245 1393 1335">Less than 4 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 2 hours	Less than 4 hours
Tier 1	Tier 2				
Less than 2 hours	Less than 4 hours				

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.5 Catastrophic Outage 2 (M)

Services	Catastrophic Outage 2				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier*</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A total failure of a service type in a central office.</p> <p>Or, a backbone failure or failure of any part of the Equipment associated with the backbone.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network Equipment or trouble ticket</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by the End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="685 1184 1393 1327"> <tr> <th data-bbox="685 1184 1045 1239">Tier 1</th><th data-bbox="1045 1184 1393 1239">Tier 2</th></tr> <tr> <td data-bbox="685 1239 1045 1327">Less than 30 minutes</td><td data-bbox="1045 1239 1393 1327">Less than 1 hour</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 2 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 30 minutes	Less than 1 hour
Tier 1	Tier 2				
Less than 30 minutes	Less than 1 hour				

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description :

6.1.11.2.6 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3				
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Business Access Lines</p> <p>Carrier *</p> <p>Central Office Exchange Basic Services</p> <p>Central Office Trunk Service</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Intra-LATA Calling</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>Audio Conferencing</p> <p>SONET</p> <p>Switched 56*</p> <p>Voice Mail</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>The total loss of more than one service type in central office, or the loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per circuit or per-port basis from information recorded from the network switches or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each circuit or service affected by the common cause. Each circuit or service is out of service from the first notification until the Contractor determines the circuit or service is restored. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <table border="1" data-bbox="683 1283 1393 1423"> <tr> <th data-bbox="683 1283 1045 1339">Tier 1</th><th data-bbox="1045 1283 1393 1339">Tier 2</th></tr> <tr> <td data-bbox="683 1339 1045 1423">Less than 15 minutes</td><td data-bbox="1045 1339 1393 1423">Less than 30 minutes</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each circuit/service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 15 minutes	Less than 30 minutes
Tier 1	Tier 2				
Less than 15 minutes	Less than 30 minutes				

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.9 Excessive Outage (M)

Services	Excessive Outage				
Analog* Asynchronous Transfer Mode (ATM)* Business Access Line Carrier* Central Office Exchange Basic Services Central Office Trunk Service Frame Relay* Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)* ISDN Primary Rate Interface (PRI)* Intra-LATA Calling Gigabit Ethernet Metropolitan Area Network (MAN)* SONET* Audio Conferencing Switched 56* Voice Mail Locally Based ACD Interactive Voice Response (IVR) Specialized Call Routing Computer Telephone Integration “*” = Tier 1 is mandatory; Tier 2 is desirable	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a circuit or service, for more than twelve (Tier 1) or twenty-four hours (Tier 2).</p> <p>Measurement Process</p> <p>The circuit or service is unusable during the time the trouble ticket is reported as opened until restoration of the circuit or service, minus stop clock conditions. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <table border="1"> <tr> <td>Tier 1</td><td>Tier 2</td></tr> <tr> <td>Less than 12 hours</td><td>Less than 24 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>Tier 1:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 12 hours.</p> <p>Tier 2:</p> <p>100 percent of the TMRC per occurrence for each circuit or service out of service greater than 24 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>	Tier 1	Tier 2	Less than 12 hours	Less than 24 hours
Tier 1	Tier 2				
Less than 12 hours	Less than 24 hours				

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.1.11.2.12 Provisioning (M)

Services	Business Days	Provisioning			
Locally Based ACD	Contracted Service Project Work – Section 6.1.9	Definition Provisioning shall be defined as new service, adds, moves, changes and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type. Note: Provisioning timelines include extended demarcation wiring, when appropriate.			
Analog* Expedite	10 Days XX Days				
Asynchronous Transfer Mode (ATM) *	Contracted Service Project Work – Section 6.1.9				
Business Access Lines Feature Change	1 Day 1 Hour Using automated system				
Carrier *	DS0 15 Days DS1 15 Days Expedite XX Days DS3 Contracted Service Project Work – Section 6.1.9	Measurement Process Individual Service Order: Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system. Monthly Average Percentage by Service Type: The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met			
Central Office Exchange Basic Services (includes station wiring)	3 Day				
Feature Change	1 Hour using automated system				
Central Office Trunk Service	10 Days if less than 15 trunks				
Agency Hosted Digital Subscriber Line (DSL)*	45 Days	<table><tr><td>Tier 1 Greater than 95 percent</td><td>Tier 2 Greater than 90 percent</td></tr></table>		Tier 1 Greater than 95 percent	Tier 2 Greater than 90 percent
Tier 1 Greater than 95 percent	Tier 2 Greater than 90 percent				

Services	Business Days	Provisioning
DSL Virtual Private Network (VPN)*	45 Days	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met. N/A
Frame Relay*		
DS0	15 Days	
DS1	15 Days	
Expedite	XX Days	
DS3	Contracted Service Project Work – Section 6.1.9	
Inside Wiring	Contracted Service Project Work – Section 6.1.9	
Integrated Services Digital Network (ISDN)*		
Basic Rate ISDN (BRI):		
Data BRI, only	1 Day	
Voice and Data BRI	3 Days	
BRI, if site work required	10 Days	
Expedite	XX Days	
Primary Rate ISDN (PRI):	10 Days	
Expedite	XX Days	
Interactive Voice Response (IVR)	Contracted Service Project Work – Section 6.1.9	
Intra-LATA Calling	1 Days	
Gigabit Ethernet Metropolitan Area Network (MAN)	Contracted Service Project Work – Section 6.1.9	

6.1.11.2.13 Time to Repair (TTR) – Major (M)

Services	Time to Repair (TTR)-Major																		
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)*</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A Major Fault shall be defined as five (5) or more physical circuit (DS-1 or higher speed) at the same address location affected by a common cause.</p> <p>Or</p> <p>The loss of 2 or more service types to a single End-User at the same address location.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as opened in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <table border="1"> <tr> <th data-bbox="656 1050 1015 1102">Tier 1</th><th data-bbox="1015 1050 1360 1102">Tier 2</th></tr> <tr> <td data-bbox="656 1102 1015 1144">Analog=less than 2 hours</td><td data-bbox="1015 1102 1360 1144">Analog=less than 3 hours</td></tr> <tr> <td data-bbox="656 1144 1015 1186">DS0=less than 2 hours</td><td data-bbox="1015 1144 1360 1186">DS0=less than 3 hours</td></tr> <tr> <td data-bbox="656 1186 1015 1228">DS1=less than 2 hours</td><td data-bbox="1015 1186 1360 1228">DS1=less than 3 hours</td></tr> <tr> <td data-bbox="656 1228 1015 1270">DS3=less than 2 hours</td><td data-bbox="1015 1228 1360 1270">DS3=less than 3 hours</td></tr> <tr> <td data-bbox="656 1270 1015 1312">ISDN=less than 2 hours</td><td data-bbox="1015 1270 1360 1312">ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="656 1312 1015 1354">PRI ISDN=less than 2 hours</td><td data-bbox="1015 1312 1360 1354">PRI ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="656 1354 1015 1396">BRI ISDN=less than 2 hours</td><td data-bbox="1015 1354 1360 1396">BRI ISDN=less than 3 hours</td></tr> <tr> <td data-bbox="656 1396 1015 1522">Gig Ethernet = less than 2 hours</td><td data-bbox="1015 1396 1360 1522">Gig Ethernet = less than 3 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA objective shall result in a 25 percent rebate of</p>	Tier 1	Tier 2	Analog=less than 2 hours	Analog=less than 3 hours	DS0=less than 2 hours	DS0=less than 3 hours	DS1=less than 2 hours	DS1=less than 3 hours	DS3=less than 2 hours	DS3=less than 3 hours	ISDN=less than 2 hours	ISDN=less than 3 hours	PRI ISDN=less than 2 hours	PRI ISDN=less than 3 hours	BRI ISDN=less than 2 hours	BRI ISDN=less than 3 hours	Gig Ethernet = less than 2 hours	Gig Ethernet = less than 3 hours
Tier 1	Tier 2																		
Analog=less than 2 hours	Analog=less than 3 hours																		
DS0=less than 2 hours	DS0=less than 3 hours																		
DS1=less than 2 hours	DS1=less than 3 hours																		
DS3=less than 2 hours	DS3=less than 3 hours																		
ISDN=less than 2 hours	ISDN=less than 3 hours																		
PRI ISDN=less than 2 hours	PRI ISDN=less than 3 hours																		
BRI ISDN=less than 2 hours	BRI ISDN=less than 3 hours																		
Gig Ethernet = less than 2 hours	Gig Ethernet = less than 3 hours																		

6.1.11.2.14 Time to Repair (TTR) – Minor (M)

Services	Time to Repair (TTR)-Minor																						
<p>Analog*</p> <p>Asynchronous Transfer Mode (ATM)*</p> <p>Carrier*</p> <p>Frame Relay*</p> <p>Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI)*</p> <p>ISDN Primary Rate Interface (PRI)*</p> <p>Gigabit Ethernet Metropolitan Area Network (MAN)</p> <p>SONET*</p> <p>Switched 56*</p> <p>“*” = Tier 1 is mandatory; Tier 2 is desirable</p>	<p>Definition</p> <p>A Minor Fault shall be defined as a trouble ticket opened with the Contractor’s helpdesk on the loss of any circuit or service to a single End-User at a site.</p> <p>Measurement Process</p> <p>This Service Level Agreement (SLA) applies to the services listed in the adjacent column. This SLA is based on a trouble ticket outage durations. The circuit or service is unusable during the time the trouble ticket is recorded as open in the Contractors trouble ticket system minus stop clock conditions. This SLA is applied per occurrence. Trouble reporting shall be 7X24. Any circuits or service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Objectives</p> <table border="1"> <tr> <th>Tier 1</th><th>Tier 2</th></tr> <tr> <td>Analog=less than 5 hours</td><td>Analog=less than 3 hours</td></tr> <tr> <td>DS0=less than 5 hours</td><td>DS0=less than 3 hours</td></tr> <tr> <td>DS1=less than 4 hours</td><td>DS1=less than 3 hours</td></tr> <tr> <td>DS3=less than 2 hours</td><td>DS3=less than 3 hours</td></tr> <tr> <td>DSL=less than 5 hours</td><td>DSL=less than 3 hours</td></tr> <tr> <td>DSL VPN=less than 5 hours</td><td>DSL VPN=less than 3 hours</td></tr> <tr> <td>ISDN=less than 5 hours</td><td>ISDN=less than 3 hours</td></tr> <tr> <td>PRI ISDN=less than 5 hours</td><td>PRI ISDN=less than 3 hours</td></tr> <tr> <td>BRI ISDN=less than 5 hours</td><td>BRI ISDN=less than 3 hours</td></tr> <tr> <td>Gig Ethernet = less than 4 hours</td><td>Gig Ethernet = less than 3 hours</td></tr> </table> <p>Immediate Rights and Remedies</p> <p>Failing to meet the SLA Objective shall result in a 15 percent rebate of the TMRC per occurrence.</p> <p>End-User Escalation Process</p>	Tier 1	Tier 2	Analog=less than 5 hours	Analog=less than 3 hours	DS0=less than 5 hours	DS0=less than 3 hours	DS1=less than 4 hours	DS1=less than 3 hours	DS3=less than 2 hours	DS3=less than 3 hours	DSL=less than 5 hours	DSL=less than 3 hours	DSL VPN=less than 5 hours	DSL VPN=less than 3 hours	ISDN=less than 5 hours	ISDN=less than 3 hours	PRI ISDN=less than 5 hours	PRI ISDN=less than 3 hours	BRI ISDN=less than 5 hours	BRI ISDN=less than 3 hours	Gig Ethernet = less than 4 hours	Gig Ethernet = less than 3 hours
Tier 1	Tier 2																						
Analog=less than 5 hours	Analog=less than 3 hours																						
DS0=less than 5 hours	DS0=less than 3 hours																						
DS1=less than 4 hours	DS1=less than 3 hours																						
DS3=less than 2 hours	DS3=less than 3 hours																						
DSL=less than 5 hours	DSL=less than 3 hours																						
DSL VPN=less than 5 hours	DSL VPN=less than 3 hours																						
ISDN=less than 5 hours	ISDN=less than 3 hours																						
PRI ISDN=less than 5 hours	PRI ISDN=less than 3 hours																						
BRI ISDN=less than 5 hours	BRI ISDN=less than 3 hours																						
Gig Ethernet = less than 4 hours	Gig Ethernet = less than 3 hours																						

6.1.11.3.2 Invoicing Accuracy (M)

Services	Invoicing Accuracy
Invoices for all products, services, and features provided through RFP Section 6.1	<p>Definition</p> <p>Contractor to provide detailed and accurate invoices as stated in RFP Section 6.1.8</p> <p>Measurement Process</p> <p>Contractor-caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives</p> <p>100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies</p> <p>DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- Contractor and Customer Trouble ticket #
- Customer name
- Customer address
- Agency ID
- Type of outage
- Description of outage
- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (unique identifier)
- SLA type
- Locations (A and Z)
- Circuit ID(s)

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Section 6.2

Section 6.2 Long Distance Services for Voice – MODULE 2

TABLE OF CONTENTS

6.2	LONG DISTANCE SERVICES FOR VOICE (MODULE 2)	1
6.2.1	MODULE 2 RFP REQUIREMENTS.....	1
6.2.1.1	Designation Of Requirements	1
6.2.1.2	Compliance With Section 4 (M)	1
6.2.2	VOICE LONG DISTANCE NETWORK DESIGN (M).....	3
6.2.3	LONG DISTANCE CALLING (M-O).....	4
6.2.4	LONG DISTANCE ACCESS (M-O)	6
6.2.4.1	Interoperability Requirements (M-O)	6
6.2.5	900 SERVICES (M-O)	7
6.2.6	NETWORK BASED CALL CENTER SERVICES (M-O)	9
6.2.6.1	Network Based Automatic Call Distributor (ACD) (M-O)	9
6.2.6.1.1	Network ACD Basic Agent Package (M-O).....	12
6.2.6.1.2	Network ACD Basic Supervisor's Package (M-O)	15
6.2.6.1.3	Network ACD System Administrator Software Package (M-O).....	18
6.2.6.1.4	Network ACD Management Information System Tracking for Call Centers (M-O)	20
6.2.6.1.5	Network Call Center Maintenance (M).....	22
6.2.6.1.6	Additional Maintenance Options (M-O).....	23
6.2.7	NETWORK BASED INTERACTIVE VOICE RESPONSE (IVR) SYSTEM (M-O)	24
6.2.8	NETWORK BASED SPECIALIZED CALL ROUTING (M-O)	27
6.2.9	COMPUTER TELEPHONE INTEGRATION (CTI) FOR NETWORK BASED ACD (M-O).....	29
6.2.10	TOLL FREE SERVICES (M-O)	31
6.2.10.1	Toll Free Specialized Call Routing Functions and Features (M-O)	33
6.2.10.2	International Toll Free Service (M-O)	35
6.2.11	OPERATOR SERVICES (M-O)	37
6.2.12	CALLING CARD SERVICES (M-O).....	38
6.2.13	CONFERENCING SERVICES (M-O)	40
6.2.13.1	Network Audio Conferencing (M-O).....	40
6.2.13.2	Net Conferencing (M-O).....	42-a

6.2.14 LONG DISTANCE NETWORK OPERATIONS AND MANAGEMENT	43
6.2.14.1 General Description (M)	43
6.2.14.2 Security (M)	44
6.2.14.3 Long Distance Network Disaster Recovery and Operational Recovery Plan (M).....	45
6.2.15 GENERAL TRAINING REQUIREMENTS (M).....	47
6.2.15.1 Transition Orientation and Training (M)	48
6.2.15.2 Contract Services Training (M)	51
6.2.15.3 Contract Management Training (M)	52
6.2.15.4 Classroom/Seminar Education Training (D).....	53
6.2.15.5 Training Plan (M).....	55
6.2.15.6 Training Oversight & Coordination (M).....	56
6.2.16 OTHER SERVICES	56
6.2.16.1 Cable and Wire Services	56
6.2.16.1.1 Extended Demarcation Wiring Services (M-O).....	56
6.2.16.1.2 Station Wiring Services (D)	57-b
6.2.16.1.3 Inside Wiring Services (D).....	57-d
6.2.16.2 Services Related Hourly Support (M-O).....	57-f
6.2.17 REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M-O)	58
6.2.18 END-USER SUPPORT (M)	59
6.2.18.1 General Requirements (M).....	59
6.2.18.1.1 General DTS/ONS Responsibilities	60
6.2.18.1.2 Contractor's General Responsibilities (M)	61
6.2.18.2 Planning (M)	62
6.2.18.3 Design (M)	62
6.2.18.4 Provisioning and Implementation Requirements (M).....	63
6.2.18.5 Marketing Requirements (M).....	64
6.2.19 INVOICING SERVICES (M)	66
6.2.19.1 Invoicing System for Voice Services (M).....	66
6.2.19.1.1 Invoicing System Requirements (M)	67
6.2.19.1.2 Flexible Billing Cycles (D)	68
6.2.19.1.3 Addition of New Fields (D)	69
6.2.19.1.4 Automated Refund (D).....	69
6.2.19.1.5 Customer Management Software (D)	70
6.2.19.1.6 DTS/ONS Report Management (D).....	70
6.2.19.1.7 Invoice Content Requirements (M).....	71
6.2.19.1.8 General Invoice System Requirements (M).....	72
6.2.19.2 Fraud Detection and Monitoring Services (M)	73
6.2.19.3 Back Billing (M)	75
6.2.19.4 Invoice Audits (M).....	76
6.2.19.4.1 Audits (M).....	76
6.2.19.4.2 Contractor Invoice Audit Responsibility (M)	77

6.2.19.5	Administrative Fee Collection (M)	77
6.2.19.6	California State Accounting and Reporting System (CALSTARS) (D).....	79
6.2.20	CONTRACTED SERVICE PROJECT WORK (M).....	82
6.2.20.1	Coordinated Project Work (M)	82
6.2.20.2	Managed Project Work (M)	84
6.2.21	CUSTOMER ADVOCACY (M)	86
6.2.21.1	Customer Service Center (M)	86
6.2.21.2	Escalation Process (M).....	87
6.2.21.2.1	Escalation Plan (M).....	88
6.2.21.2.2	Technical Resources (M)	89
6.2.21.2.3	Network Outage Response (M).....	89
6.2.22	SERVICE LEVEL AGREEMENTS (SLA) (M)	91
6.2.22.1	Service Level Agreement Overview (M).....	91
6.2.22.1.1	Technical Requirements versus SLA (M).....	93
6.2.22.1.2	Two methods of outage reporting: Customer or Contractor (M).....	93
6.2.22.2	Network Service Level Agreements (M)	94
6.2.22.2.1	General Requirements (M).....	94
6.2.22.2.2	Trouble Ticket Stop Clock Conditions (M)	96
6.2.22.2.3	Calling Card Provisioning (M)	98
6.2.22.2.4	Catastrophic Outage 2 (M).....	99
6.2.22.2.5	Catastrophic Outage 3 (M).....	101
6.2.22.2.6	Enhanced Service Outage (M)	103
6.2.22.2.7	Excessive Outage (M)	104
6.2.22.2.8	Notification (M)	105
6.2.22.2.9	Provisioning (M)	107
6.2.22.2.10	Response Duration from Receipt of Order (M)	109
6.2.22.2.11	Time To Repair (TTR) – Network Dialing Services (NDS) (M).....	110
6.2.22.3	Administrative Service Level Agreements (M)	111
6.2.22.3.1	Administrative Fee Reports / Electronic Fund Transfer Notification Delivery Intervals (M)	112
6.2.22.3.2	Invoicing Accuracy (M).....	113
6.2.22.3.3	Report Delivery Intervals (M).....	114
6.2.22.3.4	Tools and Report Implementation (M)	115
6.2.22.3.5	Tool Availability (M).....	117
6.2.22.4	Glossary of SLA Related Terms (M)	118
6.2.23	FISCAL MANAGEMENT (M).....	119
6.2.23.1	Fiscal Management Database(s) (M)	120
6.2.23.2	Fiscal Management Reports (M).....	121
6.2.23.2.1	DTS/ONS Fiscal Inventory Report of All Services (M).....	122
6.2.23.2.2	DTS/ONS Detail of Services Billed Report by Service (M).....	123
6.2.23.2.3	DTS/ONS Detail of Services Billed Report by Agency (M).....	125

6.2.23.2.4	Trouble Ticket/SLA Credits Fiscal Report (M)	126
6.2.23.2.5	DTS/ONS Service Order/Provisioning Fiscal Report (M)	127
6.2.23.2.6	DVBE Tracking Fiscal Report (M)	129
6.2.23.2.7	Service Location Report (M)	130
6.2.23.2.8	General Customer Profile Information (M)	131
6.2.23.3	DTS/ONS Fiscal Audits (M)	131
6.2.24	MANAGEMENT TOOLS AND REPORTS (M)	132
6.2.24.1	Public Web Site (M)	133
6.2.24.2	Private Web Site (M)	134
6.2.24.3	Customer Trouble Ticket Reporting and Tracking System (M)	134
6.2.24.4	Service Provisioning, Tracking, and Inventory System (M)	136
6.2.24.5	Service Level Agreement (SLA) Reports (M)	137
6.2.24.5.1	SLA Report Requirements (M)	138
6.2.24.5.2	SLA Provisioning Report Requirements (M)	139
6.2.24.5.3	CAT 2 and CAT 3 SLA Report Requirements (M)	139
6.2.24.6	Contracted Service Project Work Reports (M)	140
6.2.24.6.1	Coordinated Project Work Report (M)	140
6.2.24.6.2	Managed Project Work Report (M)	141
6.2.25	REQUIRED TRANSITION STRATEGY (M)	143
6.2.25.1	Transition-In Requirements of Startup (M)	143
6.2.25.2	Transition-Out Requirements of Termination (M)	146

Accounting Codes allow calls to be sorted and grouped on the Call Detail Report, thereby simplifying call tracking and charge-backs. Accounting codes are designed for cost allocation only and are non-verified. Accounting Codes may be used in conjunction with ID codes. (See below for ID codes)

- **Customized Message Announcements** - Customized Message Announcements (CMA) enable a Customer to create a customized message to store in the network. It can be based upon an intercept condition such as an invalid ID Code or customized by dialed number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Long Distance Calling features detailed in Table 6.2.3.a.

Table 6.2.3.a Long Distance Calling (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Intra-LATA Calling Dedicated to Dedicated Access	Per minute charges for calls within a LATA		
Bidder's Description :			
Intra-LATA Calling Dedicated to Switched Access	Per minute charges for calls within a LATA		
Bidder's Description :			
Intra-LATA Calling Switched to Dedicated Access	Per minute charges for calls within a LATA		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Intra-LATA Calling Switched to Switched Access	Per minute charges for calls within a LATA		
Bidder's Description:			
Intra-State/Inter-LATA Calling Dedicated to Dedicated Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Intra-State/Inter-LATA Calling Dedicated to Switched Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Intra-State/Inter-LATA Calling Switched to Dedicated Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Intra-State/Inter-LATA Calling Switched to Switched Access	Per minute charges for calls within California between LATAs.		
Bidder's Description :			
Inter-State Calling Dedicated to Dedicated Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
Inter-State Calling Dedicated to Switched Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Inter-State Calling Switched to Dedicated Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
Inter-State Calling Switched to Switched Access	Per minute charges for calls between California and a termination point in another state.		
Bidder's Description:			
International Calling Dedicated to Dedicated Access	International base rate per minute and a discount adjustment to the base rate for specific countries.		
Bidder's Description:			
International Calling Dedicated to Switched Access	International base rate per minute and a discount adjustment to the base rate for specific countries.		
Bidder's Description:			
International Calling Switched to Dedicated Access	International base rate per minute and a discount adjustment to the base rate for specific countries.		
Bidder's Description:			
International Calling Switched to Switched Access	International base rate per minute and a discount adjustment to the base rate for specific countries.		
Bidder's Description:			

The Contractor may offer the Long Distance Calling features detailed in Table 6.2.3.b.

Dedicated Access Transport

The State seeks transport types/services available for delivery of dedicated access. Bidder shall identify these services in the Desireable (D) table below. Bidder shall provide associated service level agreements and pricing for each transport type/service proposed.

Table 6.2.3.b Long Distance Calling (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			

6.2.4 LONG DISTANCE ACCESS (M-O)

Long Distance service shall be provided through a pre-subscribed service. The Contractor shall work closely with the Agencies to consider cost benefits, traffic engineering, and analysis of each Agency's long distance Requirements.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.4.1 Interoperability Requirements (M-O)

The Contractor shall offer and provide interoperability with the services provided in RFP Section 6.1 (Core Services) and others as the technology changes and new Standards are introduced.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.5 900 SERVICES (M-O)

The Contractor shall provide 900-type service for Agency use. This service shall provide passive or interactive information to callers on a “pay as you go” basis. The service shall be comprised of two components: Customers may sign up for “Transmission Only”, which comprises carrying the 900 traffic to end point Customer's termination point and “Billing and Collection” (B&C), which comprises transmission, billing, and collection for the 900 service.

The Contractor's 900-type service shall include the following features:

Origination Features:

- **Point of Call (POC) Routing** - Route calls made to a single 900 number to different terminating locations based on NPA and NXX

Routing Features:

- **Time of Day Routing** - Route calls made to a single 900 number to different locations depending on the time of day
- **Day of Week Routing** - Route calls to different locations depending on the weekday
- **Holiday Routing** - The hourly routing feature shall allow the Customer to specify a different terminating point for each holiday or special event
- **Percent Allocation Routing** - Every 900 number can route calls for each originating routing group based on a percentage distribution designated by the Customer
- **Alternate Routing** - Define and store a minimum of 99 alternate routing plans. (All terminations used in the backup plan must belong to the Sponsor of record)
- **Cross Location Routing** - Provide for all inbound 900 calls to be routed to any dedicated access terminating location

Terminating Features

- **Network Call Redirect** - Sends calls to an alternate terminating trunk group when the first choice is busy

- **Real-TimeDialed Number Identification Service (DNIS)** - Provides the 10-digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the called party with the full 10-digit originating telephone number

Special Features for Custom Applications

- **Call Detail Reporting** - Optional monthly reports detailing all calls made to the Customer's 900 service shall be available on CD, web access, or paper and shall include:
 - Caller's telephone number
 - Date/Time of call Duration of the call
 - Cost of the call

Specialized Customer Services

- **Automated State Lottery Results Service** - No fees or surcharges shall be assessed against the commission rate and no administrative fee or commission will be paid on any uncollected revenue associated with the California State Lottery Commission's business

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Bidder's Description:			
MIS for Network ACD (over 192 agents)	MIS for ACD as described above for over 192 agents		
Bidder's Description:			

The Contractor may offer the ACD MIS tracking features detailed in Table 6.2.6.1.4.b.

Table 6.2.6.1.4.b ACD Management Information System Tracking for Each Call Center (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.2.6.1.5 Network Call Center Maintenance (M)

Call Center Maintenance includes Hardware and Software maintenance for Call Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc). Call Center Maintenance shall include maintenance for the associated Network Based Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) applications.

Standard ACD, IVR, and CTI Systems will include On-Site Call Center Maintenance Monday through Friday from 7am to 6pm Pacific Time at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within one hour of Customer opening trouble ticket. This support shall be available Monday through Friday from 7am to 6pm Pacific Time at no additional charge for the Equipment and services provided for ACDs, IVRs, Specialized Call Routing (SCRs), and CTIs.

The Contractor may offer the additional Network Call Center Maintenance Options detailed in Table 6.2.6.1.6.b.

Table 6.2.6.1.6.b Additional Network Call Center Maintenance (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.2.7 NETWORK BASED INTERACTIVE VOICE RESPONSE (IVR) SYSTEM (M-O)

The Contractor shall provide a network based IVR System that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones.

Contractor shall provide the following applications of IVR:

Automated Attendant - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service.

Translator - Translates and forwards old telephone number to new telephone number.

Names Directory - Allows callers to spell a name using the telephone keypad, and then have the IVR System read back the name and transfer the call to that person's telephone.

Voice Library - Provides playback of voice recorded 'library' of information.

Intelligent Call Transfers - Transfer callers based on time-of-day, day-of-week, language, or zip code.

Call Progress Detection – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played.

Maintenance – See Section 6.2.6.1.5

The Contractor shall offer the SCR services and features detailed in Table 6.2.8.a.

Table 6.2.8.a Specialized Call Routing (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Specialized Call Routing Package	Service as described above.		
Bidder's Description:			
Historical Database Service	Database service that stores archived data from the primary database service. The primary service collects the data and stores it for a designated number of days, but the information is transmitted to the historical database service for long term storage and retrieval.		
Bidder's Description:			
Administrative Workstation Software	Provides End-User interface to the SCR utilizing a Customer provided PC workstation.		
Bidder's Description:			

The Contractor may offer the SCR services and features detailed in Table 6.2.8.b.

Table 6.2.8.b Specialized Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.2.9 COMPUTER TELEPHONE INTEGRATION (CTI) FOR NETWORK BASED ACD (M-O)

The Contractor shall provide a Computer Telephone Integration (CTI) application with the carrier network services in the form of computer interface Software that provides concurrent delivery of a voice call and data from a Customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls

Direct Access Termination Features:

- **Network Call Redirect (NCR)** - Sends calls to an alternate terminating trunk group when the first choice is busy. (The alternate route must terminate on the Customer's own access facility)
- **Dialed Number Identification Service (DNIS)** - Provides the 10 digit number dialed by the caller
- **Real-Time Automatic Number Identification (ANI)** - Provides the caller's full 10-digit originating telephone number.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Toll Free services detailed in Table 6.2.10.a.

Table 6.2.10.a Toll Free Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic Coverage – California Dedicated Access	Allows a Customer to receive toll free calls from anywhere in the State of California.		
Bidder's Description:			
Basic Coverage – California Switched Access	Allows a Customer to receive toll free calls from anywhere in the State of California.		
Bidder's Description:			
Extended Call Coverage - US Dedicated Access	Allows a Customer to receive toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			
Extended Call Coverage – US Switched Access	Allows a Customer to receive toll free calls from the 50 United States, the District Of Columbia, the Virgin Islands, and Puerto Rico.		
Bidder's Description:			

The Contractor may offer the Toll Free services detailed in Table 6.2.10.b.

Table 6.2.10.b Toll Free Services (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Extended Call Coverage – North America Dedicated Access	Allows a Customer to receive international ‘Toll Free’ calls from North America.		
Bidder’s Description:			
Extended Call Coverage – North America Switched Access	Allows a Customer to receive international ‘Toll Free’ calls from North America.		
Bidder’s Description:			
Tailored Call Coverage	Allows a Customer to block incoming calls from specific origination areas. The blocked areas are defined by one of the following: Country State NPA NPA/NXX		
Bidder’s Description:			
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder’s Description:			

6.2.10.1 Toll Free Specialized Call Routing Functions and Features (M-O)

The Contractor shall provide a voice network product that routes calls to Customer locations based on network-provided data such as Dialed Number Identification Service (DNIS), Automatic Number Identification (ANI), or caller-input Dual Tone Multi-Frequency (DTMF) telephone keypad entries.

Advanced Toll Free features shall be used to selectively route calls to the platform or to the final Customer destination and shall include the following features that shall be individually configurable per Customer application:

- **Advanced Database Routing** - Provides the Customer with the ability to make real-time updates to their own internal database records
- **Percentage Distribution Routing** - Routing based on a percentage of traffic to predefined locations
- **Near Real-time Database Updates** - Updates to database information are completed and loaded in the Near Real-time
- **Dialout** - Allows for dialout routing of calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the International Toll Free services detailed in Table 6.2.10.2.a.

Table 6.2.10.2.a International Toll Free Service (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
International Toll Free Service Dedicated Access	International Toll Free Service as described above.		
Bidder's Description:			
International Toll Free Service Switched Access	International Toll Free Service as described above.		
Bidder's Description:			

The Contractor may offer the International Toll Free services detailed in Table 6.2.10.2.b.

Table 6.2.10.2.b International Toll Free Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

authorized in foreign countries. The Contractor shall provide standard calling cards and limited usage cards that are rechargeable and all calling cards shall have a magnetic strip. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France.

The services shall be billed on the Customer's regular monthly telephone bill and shall include the card number and the authorized End-User of record.

Orders over 500 will be classified as a Coordinated Project.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

The Contractor shall offer the Calling Card Services detailed in Table 6.2.12.a.

Table 6.2.12.a Calling Card Services (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Standard Calling Card	Available on a "billed monthly" basis		
Bidder's Description:			
Limited Usage Calling Card	Calling card that is paid monthly for usage incurred and is rechargeable.		
Bidder's Description:			

6.2.14.2 Security (M)

The State expects stringent security Standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor's shall commit to the following:

- Security Administration
- Physical site security
- Support of all current and future US Encryption Standards

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19 INVOICING SERVICES (M)

Contractor shall provide invoices and supporting reports for all of the products, services, and features provided for CALNET II. Invoices will be provided in multiple media and in accordance with the formats described in this Section 6.2.19.

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor's subcontractors and business partners.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.1 Invoicing System for Voice Services (M)

Contractor shall provide a billing System that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice Systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 Business Days after the end of the billing cycle.

6.2.19.1.8 General Invoice System Requirements (M)

Contractor shall generate invoices that are accurate and verifiable to DTS/ONS's satisfaction based on contracted rates, including administrative fees, services taxes, fees, surcharges, and surcredits and produce the required DTS/ONS management reports. Contractor may be required to demonstrate this ability during the Demonstration phase of this RFP and in accordance with Section 10. In addition:

- Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controllers Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options

- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract Language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services be billed in six second increments or less

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed

Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor's Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State's vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect calling patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice networks by perpetrator's whose intention is to avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs of services associated with fraudulent usage. Examples of fraud include:

- Collect Calls to Call Office
- Booked Calls from Call Office
- Stolen Line
- Call Back Operators
- Long Call Duration Calls or numerous inbound Toll Free calls
- Excessive Short Inbound Call Duration Calls
- Unauthorized Toll Free Inbound and Outbound Calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.19.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

6.2.22 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.2.22.1 Service Level Agreement Overview (M)

The intent of this Section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for voice and data services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of six components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format:

Services	SLA Name
[List of all applicable services]	<p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.2.2-6.2.14 et.al. All Bidders are required to offer Service Level Agreements for all services listed in the adjacent cell]</p> <p>Immediate Rights and Remedies [Allows immediate action by DTS/ONS and the Customer, Escalation, and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g. TTR).]</p>

<u>Services</u>	<u>SLA Name</u>
	Monthly Rights and Remedies [Applicable to SLAs that require accumulation of statistics over a period of time.]

The SLAs in the Administrative category shall each consist of the following components: tools, reports and applications, objective(s), measurement process, DTS/ONS rights and remedies, and Customer rights and remedies.

Administrative Service Level Agreement Format

<u>Administrative Tools, Reports and Applications</u>	<u>SLA Name</u>
[List of all applicable tools, reports and application]	Definition [Define or describe the SLA] Measurement Process [Instruction on how to measure Contractor administration performance in order to determine compliance.] Objective (s) [Defines the performance goal/parameters of each SLA.] DTS/ONS Rights and Remedies [Identifies actions that may be taken by DTS/ONS or rebates from Contractor when the objectives are not met] Customer Rights and Remedies [Identifies actions that may be taken by the Customers or rebates from Contractor when the objectives are not met]

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

The first method results from a Customer reporting service trouble to the Contractor's Customer Service Center. Customer reported trouble tickets track service failures or quality of service issues.

In the second method of outage reporting, the Contractor shall open a ticket as a result of network alarms or identification of a service failure in the backbone (i.e. Catastrophic Outage). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this RFP Section 6.2. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.2.

6.2.22.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC), plus 50 percent of the AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies Customers for similar services offered through tariffs,

6.2.22.2.3 Calling Card Provisioning (M)

Services	Business Days	Calling Card Provisioning
Billed Monthly Calling Cards	<p>For Transition: Contracted Service Project Work (Section 6.2.25.1)</p> <p>Following Transition: Orders under 500 – 5 Business Days</p>	<p>Definition</p> <p>Provisioning is defined as issuing new Calling Cards on or before the due dates.</p> <p>Measurement Process</p> <p>Individual Order: The duration of time beginning when an order is placed for a calling card(s) and delivery of and activation of the ordered card(s) following account setup.</p>
Limited Usage Calling Cards	<p>Orders under 500 – 15 Business Days</p> <p>Orders over 500 – Contracted Service Project Work (Coordinated or Managed)</p>	<p>Objective</p> <p>Activated cards delivered to the Customer within the timeframes</p> <p>Immediate Rights and Remedies</p> <p>\$1 per card per day that each card is not activated and delivered to the Customer within the required time frames.</p> <p>Monthly Rights and Remedies:</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.22.2.8 Notification (M)

Services	Notification
Intra-LATA, Intrastate, Interstate Long Distance Calling Network Based ACD Network Based Interactive Voice Response (IVR) Network Based Specialized Call Routing Computer Telephone Integration for Network Based ACD Toll Free Service 900 Service	<p>Definition</p> <p>The Contractor notification to DTS/ONS in the event of an Enhanced Service Outage, Catastrophic Outage, network failure, terrorist activity, threat of natural disaster, or actual natural disaster which results in a significant loss of telecommunication services to CALNET II users or has the potential to impact services in a general or statewide area.</p> <p>Measurement Process</p> <p>The Contractor shall invoke the notification process for all Enhanced Service Outages resulting in significant loss of services. The Contractor shall notify DTS/ONS via the Contractor's automated notification System. Updates shall be given on the above mentioned failures via the Contractor's automated notification System which shall include time and date of the updates.</p> <p>Objectives</p> <p>Within 30 minutes of an Enhanced Service Outage, the Contractor shall notify general stakeholders (as determined by DTS/ONS) via the Contractor's automated notification System.</p> <p>At 60 minute intervals, updates shall be given on the above mentioned</p>

6.2.22.3.2 Invoicing Accuracy (M)

Services	Invoicing Accuracy
Invoices for all products, services, and features provided through RFP Section 6.2	<p>Definition</p> <p>Contractor to provide accurate and detailed invoices as stated in RFP Section 6.2.19</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives</p> <p>100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies</p> <p>DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Inability of the Contractor to provide the monthly detailed fiscal management reports referenced in Sections 6.2.23.2.2 (DTS/ONS Detail of Services Billed Report by Service) and 6.2.23.2.3 (DTS/ONS Detail of Services Billed Report by Agency) along with the remittance of monthly administrative fee revenues will result in a late payment fee to DTS/ONS as described in Section 6.2.22.3.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.1 Fiscal Management Database(s) (M)

The Contractor shall provide and maintain databases which DTS/ONS may query and download information via the Contractor's private web site. The most recent data will be maintained and available on the web site for six months. This Requirement is in addition to the records retention Requirements in Appendix B. This System(s) will store the following information:

1. CALNET II, Module 2 product/service installation or termination
2. Trouble Tickets that trigger a refund, remedy or adjustment
3. Monthly billing associated with CALNET II Customers
4. Monthly totals for all product/services quantities and charges (with Administration Fee separated from the base charge)
5. CALNET II, Module 2 Customer's information including address and contact information
6. DVBE monthly expenditures

- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Trouble ticket number
- Customer name
- Customer address
- Agency ID
- Type of outage
- Description of outage

- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (unique identifier)
- SLA type
- Location
- Phone Number

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.23.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.2 Private Web Site (M)

The Contractor shall provide and maintain a private web site that shall be updated weekly. The Contractor shall use this portal to provide DTS/ONS and authorized Customers with access to service level agreement reports, fiscal management reports, inventory management reports (if not provided through another means), invoice management, Contract performance reports, active Contracted Service Project Work status reports, Individual Case Basis, and Individual Pricing Reductions changes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.3 Customer Trouble Ticket Reporting and Tracking System (M)

The Contractor shall provide a Customer Trouble Ticket Reporting and Tracking System that is accessible 24 hours a day, 7 days a week via a web enabled

application. The Contractor's Customer Service Center, as described in Section 6.2.21.1 will respond to the Customer's ticket in accordance with the SLA objectives. Customers shall have the capability of opening tickets either by a web-enabled application from their PCs or calling the toll free Customer service number available 24 hours a day, 7 days a week. The trouble ticket System shall apply to all contracted services. Customers shall have a real-time view of the ticket data for all service issues. Only Contract related trouble tickets will appear in this System. Customers shall have online access to the complete ticket data for a 3-month period after each ticket has been closed. Customers shall have access to historical complete ticket data for 18 months and shall be delivered by the Contractor within 10 business days of request.

Minimum Requirements:

The ticketing System shall include the following minimum information: Contractor ticket number, Agency name, Agency unique identification number, Customer contact information, phone number, service type, time/date ticket was opened, time/date ticket closed, address locations, problem description, chronological history of Contractor activity (text), estimated time of arrival, actual time of arrival, estimated time of restoral, actual time of restoral, stop clock condition (s) applied and duration (s), and description of resolution. The Contractor will update tickets with all Sub-Contractor and/or Affiliate provided status information.

System Functionality:

This System shall only provide views for Contract related trouble tickets. The System shall include the following reporting functionality:

- List all open Contract related trouble tickets
- View open trouble tickets and status for a specific phone number/unique service identifier
- View all historical trouble tickets on a specific phone number/unique service identifier in the previous 6 months
- List all historical trouble tickets by Customer
- List all open and closed tickets by End-User address location
- Perform sorts by ticket numbers, Customer, and time and date fields in ascending order

The Contractor shall describe the System and how it meets or exceeds the minimum Requirements and System functionality.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.2.24.4 Service Provisioning, Tracking, and Inventory System (M)

The Contractor shall provide a Service Provisioning, Tracking and Inventory System that allows Customers the ability to order/provision service using a web enabled application. This application will process all moves, adds, deletes, and changes. The screens shall be designed to accommodate the provisioning Requirements of the State. The Contractor's Customer Service Center shall respond to a Customer's service order Monday through Friday during the hours of 7 A.M. to 5 P.M. Service orders received after hours shall be processed the next Business Day.

Customers shall have the option to submit orders through:

- The Service Provisioning and Tracking System
- STD 20

DTS/ONS and Customers shall have web-based access to view orders and status for a 3-month period after the initial billing date for completed service orders. If multiple ordering methods are used (e.g., STD 20, additional ordering Systems) then the Contractor shall be responsible for processing all orders into the Service Provisioning and Tracking System within 30 Business Days of receiving the order for the Customer. All Customer information shall be

Section 6.3

Section 6.3 Internet Protocol Services – MODULE 3**TABLE OF CONTENTS**

6.3	INTERNET PROTOCOL SERVICES.....	1
6.3.1	MODULE 3 RFP REQUIREMENTS	4
6.3.1.1	Designation Of Requirements	4
6.3.1.2	Compliance With Section 4 (M).....	5
6.3.2	HOSTED STANDALONE IP TELEPHONY SERVICES (M-O)	6
6.3.2.1	Hosted Standalone IP Telephony Business Line Services (M-O).....	8
6.3.2.2	Hosted Standalone IP Telephony Business Line Service Customer Provided Equipment (CPE) (M-O)	11
6.3.2.3	Hosted Standalone IP Telephony features (M)	13
6.3.2.3.1	Echo Cancellation Support (M).....	13
6.3.2.3.2	Voice Compression (M)	14
6.3.2.3.3	Packet Play-Out Algorithms (M)	14
6.3.2.3.4	Tone Processing (M)	15
6.3.2.3.5	Fax and Modem Support (M).....	15
6.3.2.3.6	Packet Encapsulation (M)	16
6.3.2.3.7	Signaling Support (M).....	16
6.3.2.3.8	Network Management (M).....	17
6.3.2.3.9	Hosted Standalone IP Telephony Security (M).....	17
6.3.2.4	Hosted Standalone IP Telephony Voice Mail Services (M-O)	18
6.3.2.5	Hosted Standalone IP Telephony Audio Conferencing (M-O)	20
6.3.2.6	Statewide Hosted Standalone IP Telephony Services in Additional Specific Geographic Locations/Availability (D).....	23
6.3.3	IP TRANSPORT FOR CONVERGED SERVICES (M).....	32
6.3.3.1	Security (M)	33
6.3.3.2	Traffic Engineering and Quality of Service (QoS) (M)	34
6.3.3.3	Multi-Protocol Support (M)	35
6.3.3.4	Quality of Service Interoperability (M).....	35
6.3.3.5	Unified Network Management (M).....	36
6.3.3.6	Network Considerations (M).....	36
6.3.3.7	Multiple Classes of Service (COS) (M)	37
6.3.3.8	IP and Network IP Transport Services (M-O).....	37
6.3.4	CONVERGED SERVICES, IP TELEPHONY SERVICES (M-O)	48

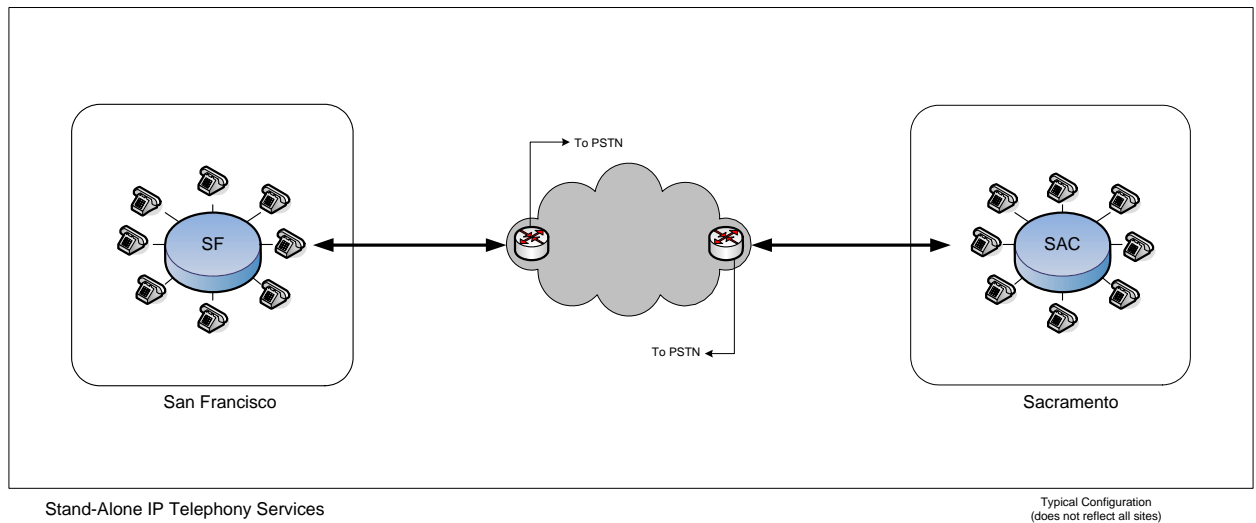
6.3.4.1	Converged Services, IP Phone Hardware features (M-O):	50
6.3.4.2	Converged Services, IP Telephony features: (M-O)	52
6.3.4.2.1	Echo Cancellation (M-O)	52
6.3.4.2.2	Voice Compression (M-O)	53
6.3.4.2.3	Packet Play-Out Algorithms (M-O)	53
6.3.4.2.4	Tone Processing (M-O)	54
6.3.4.2.5	Fax And Modem Support (M-O).....	54
6.3.4.2.6	Packet Encapsulation (M-O)	55
6.3.4.2.7	Signaling Support (M-O).....	55
6.3.4.2.8	Network Management (M-O).....	56
6.3.4.3	Converged Services, IP Telephony Business Line Services (M-O).....	56
6.3.4.4	Converged Services, IP Telephony Security (M).....	59
6.3.4.5	Converged Services, IP Telephony Voice Mail Services (M-O)	60
6.3.4.6	Converged Services, Managed IP Audio Conferencing (M-O)	62
6.3.5	CONVERGED SERVICES, IP CONTACT CENTER APPLICATIONS (M-O).....	65
6.3.5.1	IP Network Based Automatic Call Distributor (ACD) (M-O)	65
6.3.5.1.1	IP Network Based Basic Agent Package (M-O)	67
6.3.5.1.2	IP Network Based Basic Supervisor's Package (M-O).....	70
6.3.5.1.3	IP Network Based System Administrator Software Package.....	73
	(M-O) 73	
6.3.5.1.4	Management Information System Tracking For Contact Centers (M-O).....	75
6.3.5.1.5	IP Network Contact Center Maintenance (M)	78
6.3.5.1.6	Additional Maintenance Options (M-O)	79
6.3.5.2	IP Network Based Interactive Voice Response (IVR) System (M-O)	80
6.3.5.3	IP Network Based Specialized Call Routing (M-O)	83
6.3.5.4	Computer Telephone Integration (CTI) for IP Network Based ACD (M-O)...	85
6.3.6	CONVERGED SERVICES, IP COMMUNICATION APPLICATIONS – OTHER SERVICES (M-O)	86
6.3.6.1	Managed IP Video Conferencing Services (M-O)	86
6.3.6.2	Unified Messaging (D).....	90
6.3.7	GENERAL TRAINING REQUIREMENTS (M)	91
6.3.7.1	Orientation and Training (M)	93
6.3.7.2	Contract Services Training (M).....	95
6.3.7.3	Contract Management Training (M)	96
6.3.7.4	Training Plan (M)	98
6.3.7.5	Training Oversight & Coordination (M)	99
6.3.8	OTHER SERVICES (M-O)	100
6.3.8.1	Cable And Wire Services (M-O).....	100

6.3.8.1.1	Simple Wiring Services, Extended Termination Wiring Services (M-O).....	100
6.3.8.1.2	Station Wiring Services (D)	101-a
6.3.8.1.3	Inside Wiring Services (D).....	101-c
6.3.8.2	Services Related Hourly Support (M-O)	102
6.3.9	REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE)	103
6.3.10	END-USER SUPPORT (M).....	104
6.3.10.1	General Requirements (M)	104
6.3.10.1.1	General DTS/ONS Responsibilities	105
6.3.10.1.2	Contractor's General Responsibilities (M).....	105
6.3.10.2	Planning (M).....	106
6.3.10.3	Design (M)	107
6.3.10.4	Provisioning and Implementation Requirements (M)	108
6.3.10.5	Marketing Requirements (M)	109
6.3.11	INVOICING SERVICES (M)	110
6.3.11.1	Invoicing System for Voice & Data Services (M)	111
6.3.11.1.1	Invoicing System Requirements (M)	112
6.3.11.1.2	Flexible Billing Cycles (D)	113
6.3.11.1.3	Addition of New Fields (D).....	113
6.3.11.1.4	Automated Refunds (D)	114
6.3.11.1.5	Customer Management Software (D).....	114
6.3.11.1.6	DTS/ONS Report Management (D)	115
6.3.11.1.7	Invoice Content Requirements (M).....	115
6.3.11.1.8	General Invoice System Requirements (M)	116
6.3.11.2	Fraud Detection and Monitoring Services (M)	118
6.3.11.3	Back Billing (M)	119
6.3.11.4	Invoice Audits (M)	120
6.3.11.4.1	Audits (M)	120
6.3.11.4.2	Contractor Invoice Audit Responsibility (M)	121
6.3.11.5	Administrative Fee Collection (M)	121
6.3.11.6	California State Accounting and Reporting System (CALSTARS) (D).....	123
6.3.12	CONTRACTED SERVICE PROJECT WORK (M)	125
6.3.12.1	Coordinated Project Work (M).....	126
6.3.12.2	Managed Project Work (M).....	127
6.3.13	CUSTOMER ADVOCACY (M)	129
6.3.13.1	Customer Service Center (M).....	130
6.3.13.2	Escalation Process (M)	131
6.3.13.2.1	Escalation Plan (M)	131
6.3.13.2.2	Technical Resources (M).....	132
6.3.13.2.3	Network Outage Response (M).....	132

6.3.14	SERVICE LEVEL AGREEMENTS (SLA) (M)	134
6.3.14.1	Service Level Agreement Overview (M)	134
6.3.14.1.1	Technical Requirements versus SLA (M)	136
6.3.14.1.2	Two Methods Of Outage Reporting: Customer Or Contractor (M)	136
6.3.14.2	Network Service Level Agreements (M)	137
6.3.14.2.1	General Requirements (M)	137
6.3.14.2.2	Trouble Ticket Stop Clock Conditions (M)	138
6.3.14.2.3	Service Availability Percentage (M)	141
6.3.14.2.4	Catastrophic Outage 1 (M)	142
6.3.14.2.5	Catastrophic Outage 2 (M)	143
6.3.14.2.6	Catastrophic Outage 3 (M)	144
6.3.14.2.7	Round Trip Transmission Delay (M)	145
6.3.14.2.8	One-Way Transmission Delay (M)	147
6.3.14.2.9	Jitter (M)	148
6.3.14.2.10	Packet Loss (M)	149
6.3.14.2.11	IP Contact Center Service Outage (M)	150
6.3.14.2.12	Excessive Outage (M)	151
6.3.14.2.13	Notification (M)	152
6.3.14.2.14	Provisioning (M)	153
6.3.14.2.15	Response Duration from Receipt of Order (M)	155
6.3.14.3	Administrative Service Level Agreements (M)	156
6.3.14.3.1	Administrative Fee Reports/Electronic Fund Transfer Notification Delivery Intervals (M)	156
6.3.14.3.2	Invoicing Accuracy (M)	158
6.3.14.3.3	Report Delivery Intervals (M)	159
6.3.14.3.4	Tools and Report Implementation (M)	160
6.3.14.3.5	Tool Availability (M)	162
6.3.14.4	Glossary of SLA Related Terms (M)	163
6.3.15	FISCAL MANAGEMENT (M)	164
6.3.15.1	Fiscal Management Database(s) (M)	165
6.3.15.2	Fiscal Management Reports (M)	166
6.3.15.2.1	DTS/ONS Fiscal Inventory Report of All Services (M)	167
6.3.15.2.2	DTS/ONS Detail of Services Billed Report by Service (M)	168
6.3.15.2.3	DTS/ONS Detail of Services Billed Report by Agency (M)	170
6.3.15.2.4	Trouble Ticket/SLA Credits Fiscal Report (M)	171
6.3.15.2.5	DTS/ONS Service Order/Provisioning Fiscal Report (M)	172
6.3.15.2.6	DVBE Tracking Fiscal Report (M)	174
6.3.15.2.7	Service Location Report (M)	174
6.3.15.2.8	General Customer Profile Information (M)	175
6.3.15.3	DTS/ONS Fiscal Audits (M)	176

6.3.16	MANAGEMENT TOOLS AND REPORTS (M)	177
6.3.16.1	Public Web Site (M)	178
6.3.16.2	Private Web Site (M)	179
6.3.16.3	Customer Trouble Ticket Reporting and Tracking System (M)	179
6.3.16.4	Network Monitoring Application/Tool (D)	182
6.3.16.5	Customer Inventory Report (M)	183
6.3.16.6	Service Level Agreement (SLA) Reports (M)	183
6.3.16.6.1	SLA Report Requirements (M)	184
6.3.16.6.2	SLA Provisioning Report Requirements (M)	185
6.3.16.6.3	CAT 1, 2 and 3 SLA Report Requirements (M)	185
6.3.17	CONTRACTED SERVICE PROJECT WORK REPORTS (M)	186
6.3.17.1	Coordinated Project Work Report (M)	186
6.3.17.2	Managed Project Work Report (M)	187
6.3.18	REQUIRED MIGRATION AND TRANSITION STRATEGY (M)	188
6.3.18.1	Migration Plan Requirements of Startup (M)	189
6.3.18.2	Transition-Out Requirements of Termination (M)	191

Figure 6.3.1a



Hosted Standalone IP Telephony Services are not required to be available at the time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

The Contractor's proposed Voice over Internet Protocol Transport supporting the Hosted solution shall conform to the following Standards as applicable:

- IETF RFC 2132 for DHCP
- IETF RFC's 2916 ENUM, 2806
- IPv4. IPv6 when and where offered commercially by the Contractor
- IETF RFC 1349 ToS, 2474, 2475 DiffServ
- ITU-T E.164
- ITU-T G.711, G.723.x, G.726, G.728, or G.729.x
- ITU-T H.248.1 (MEGACO), H.323, H.350 when and where offered commercially by the Contractor
- ITU-T P.800 series of Standards for telephone transmission quality.
- ITU-T T.30, T.37 and T.38, Group III fax

6.3.2.3.2 Voice Compression (M)

The Contractor shall provide Voice Compression that will:

- Pass all applicable ITU test vectors
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.2.3.3 Packet Play-Out Algorithms (M)

The Contractor shall provide Packet Play-out Algorithms that will:

- Compensate for packet loss, delay, and jitter
- Be configurable and provide comprehensive network management statistics
- Be adaptive for the lowest delay

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- San Jose

A service area is defined as within the city limits of each metropolitan area identified.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.3.1 Security (M)

The State expects stringent security Standards, based upon the transmission of confidential or sensitive data. Most security Requirements are based on the potential for fraud or disruption of State services if either a physical network or transmitted data were compromised.

The Contractor shall commit to the following:

- Current state-of-the-art security Standards applicable to proposed solutions to be updated in line with the industry
- Network Security Training

- Security Administration
- Support all current and future US encryption Standards
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.3.3.2 Traffic Engineering and Quality of Service (QoS) (M)

The Contractor shall provide traffic engineering and QoS mechanisms for rate policing, over-provisioning, or queuing disciplines that enforce fair sharing of links in the presence of contending traffic flows. Traffic engineering shall provide the means for controlling delay, and delay variation, for time-sensitive flows.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Quality of Service Objectives:

Availability shall be 99.2 percent and shall be met through adherence to the following measurements. This shall apply to services provided on backbone network between IP router ports offered by the service provider.

- Packet loss shall be less than .5 percent (five tenths of one percent)
- Jitter shall be less than 15 milliseconds in all cases

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4 CONVERGED SERVICES, IP TELEPHONY SERVICES (M-O)

The State seeks a WAN solution that will connect to Customer's Local Area Networks (LANs) allowing for migration to a converged environment. This service will allow for the ordering/provisioning of hosted voice and data over a single IP network interface. This service shall be interoperable with and traverse successfully across the PSTN and subscribing Customer's firewalls and security layers. The proposed design shall be network based where all major components reside at a central office or off premises location. The transport shall be acquired as identified in Section 6.3.1. Bandwidth Requirements shall be determined by the ITU compression mechanisms defined by the Bidder's network design. The phones shall be provided by the Contractor but will connect directly to the Customer's infrastructure/network. No long distance fees shall apply between service areas. All off-net toll and toll free services shall be provided through the Module 3 Contractor.

Converged Service, IP Telephony Services are not required to be available at the time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

The seat charge identified in Section 7 includes all Hosted IP Telephony features listed in Section 6.3.2 with the exclusion of the “Full Turn-Key” Contractor supplied CPE and wiring.

The Bidder shall describe its VoIP design architecture, components and services necessary to provide a VoIP solution for the application described in Section 6.3.4. The Proposal shall include, at a minimum, a method of conducting a network pre-assessment to address the following:

- Health of the network
- Bandwidth Requirements
- Power Requirements
- E9-1-1 Requirements

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.1 Converged Services, IP Phone Hardware features (M-O):

Contractor shall provide IP phones to the Customers that include:

- Dual port 10/100 ethernet interface with attachment cable
- Open standards based handsets
- Message waiting indicator

6.3.4.2.2 Voice Compression (M-O)

The Contractor shall provide Voice compression the will:

- Pass all applicable ITU test vectors
- Support configurable packetization for maximum flexibility
- Not degrade when all channels are active

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.4.2.3 Packet Play-Out Algorithms (M-O)

The Contractor shall provide Packet Play-out Algorithms that will:

- Compensate for packet loss, delay, and jitter
- Be configurable and provide comprehensive network management statistics
- Be adaptive for the lowest delay

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Contractor shall offer the IP network ACD Management Information System (MIS) tracking for each Contact Center as detailed in Table 6.3.5.1.4.a.

Table 6.3.5.1.4.a IP Network ACD MIS Tracking for Each Contact Center (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
MIS for IP Network ACD (8 ports)	The MIS for IP ACD described above with 8 ports		
Bidder's Description:			
MIS IP Network ACD(24 ports)	The MIS for IP ACD described above with 24 ports		
Bidder's Description:			
MIS IP Network ACD (48 ports)	The MIS for IP ACD described above with 48 ports		
Bidder's Description:			
MIS for Network ACD (96 ports)	The MIS for IP ACD described above with 96 ports		
Bidder's Description:			
MIS for IP Network ACD (192 ports)	The MIS for IP ACD described above with 192 ports		
Bidder's Description:			
MIS for IP Network ACD (over 192 ports)	The MIS for IP ACD described above with over 192 ports		
Bidder's Description:			

Contractor shall offer the IP network ACD MIS tracking for each Contact Center as detailed in Table 6.3.5.1.4.b.

Table 6.3.5.1.4.b IP Network ACD MIS Tracking for Each Contact Center (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.3.5.1.5 IP Network Contact Center Maintenance (M)

Contact Center Maintenance includes Hardware and Software maintenance for Contact Centers (Contractor's Equipment only, including upgrades and routine maintenance procedures, etc). Contact Center Maintenance shall include maintenance for the associated Network Based Interactive Voice Response (IVR) and Computer Telephone Integration (CTI) applications.

Standard Network ACD, IVR, SCR, and CTI systems will include On-Site Contact Center Maintenance Monday through Friday from 7am to 6pm Pacific Time at no additional charge. An expert level technician shall respond by phone to provide troubleshooting assistance within 1 hour of Customer opening a trouble ticket. This support shall be available Monday through Friday from 7am to 6pm PST at no additional charge for the Equipment and services provided as ACDs, IVRs, CTIs, and for Specialized Call Routing services.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.5.2 IP Network Based Interactive Voice Response (IVR) System (M-O)

The Contractor shall provide an IP network based IVR system that gives callers specific information or accepts an order based on specific information input by callers using speech recognition or DTMF tones.

Contractor shall provide the following applications of IVR:

Automated Attendant - A service that automatically answers incoming calls within a predefined number of rings, without assistance from a live attendant. Callers can reach an extension by entering the extension number or name. The Automated Attendant offers other services, such as announcements for voice menu choices and can process multiple calls simultaneously. It prompts callers with a series of choices and actions to perform. Based on selected action, the caller may listen to a recorded announcement, leave a message, place a call, activate another voice service or be routed to a particular service

Translator - Translates and forwards old telephone number to new telephone number

Names Directory - Allows callers to spell a name using the telephone keypad, and then have the IVR system read back the name and transfer the call to that person's telephone

Voice Library - Provides playback of voice recorded 'library' of information

Intelligent Call Transfers - Transfer callers based on time-of-day, day-of-week, language, or zip code

Call Progress Detection – IVR monitors a transferred call to check if the line is busy, disconnected or a network message is played

Maintenance – See Section 6.3.5.1.5

Custom applications of IVR:

Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR (e.g, host connection) shall be provided in accordance with the provisions for contracted service project work as described in Section 6.3.17.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Contractor may offer the IP network based SCR services and features detailed in Table 6.3.5.3.b.

Table 6.3.5.3.b IP Network Based Specialized Call Routing (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.5.4 Computer Telephone Integration (CTI) for IP Network Based ACD (M-O)

The Contractor shall provide a Computer Telephone Integration (CTI) application with IP network services in the form of computer interface Software that provides concurrent delivery of a voice call and data from a Customer's computer to an agent.

The Standard Basic CTI features are as follows:

- Provides the ability to place and route calls
- Provides signaling between the ACD node and a Customer's business computer. The two-way information flow over data circuits allows ACD applications to communicate with applications running in the Customer's business computer
- Coordinated Voice and Data - Provides the concurrent delivery of a voice call and data related to the call to an ACD agent (screen pop)

Custom Applications, including application design, engineering, testing, wiring, and termination shall be provided in accordance with the provisions for contracted service project work as described in Section 6.3.17.

Bidder understands the Requirement and shall meet or exceed it? Yes_____No_____

Reference: document_____

location_____page_____paragraph_____

Description:

Contractor shall offer the CTI for IP network based ACD services and features detailed in Table 6.3.5.4.a.

Table 6.3.5.4.a –Computer Telephone Integration (CTI) for IP Network Based ACD ((M-O))

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Basic CTI Functionality	The basic CTI functionality described above on a per seat/per center basis.		
Bidder's Description:			
Voice Processing Integration	Provides messaging to support interaction with voice response units and IVRs.		
Bidder's Description:			

Contractor may offer the CTI for IP network based ACD services and features detailed in Table 6.3.5.4.b.

Table 6.3.5.4.b –Computer Telephone Integration (CTI) for IP Network Based ACD ((D))

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Additional unsolicited features offered by the Bidder:			
		N/A	
Bidder's Description:			

6.3.6 CONVERGED SERVICES, IP COMMUNICATION APPLICATIONS – OTHER SERVICES (M-O)

6.3.6.1 Managed IP Video Conferencing Services (M-O)

The Contractor's video conferencing service shall provide for multiple simultaneous connections and the necessary protocol conversions for connecting dissimilar open Standards based Equipment. All video conferencing solutions provided by the

Contractor will be responsible for the accuracy, timeliness, and content of the invoices from Contractor's subcontractors and business partners.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.1 Invoicing System for Voice & Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross-reference data. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 Business Days after the end of the billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to services taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS
- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices

- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage based services be billed in six second increments

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____
location_____ page_____ paragraph_____

Description:

6.3.11.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is considered the theft of services or deliberate misuse of voice and data networks by perpetrator’s whose intention is to completely avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs associated with fraudulent usage.

Examples of fraud:

- Security breaches
- Toll Fraud
- Spoofing
- Excessive Short Inbound Call Duration Calls
- Unauthorized Inbound and Outbound Calls

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.11.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.3.14.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLAs). This section identifies and explains the required SLAs for the IP services identified in this RFP Module. The SLAs shall be categorized as Network or Administrative in nature. The intent of this section is to define performance objectives and measurement processes.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must meet or exceed the associated SLAs as described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

The SLAs in the network category shall each consist of the following components: services, definition, measurement process, objective(s), immediate rights and remedies, and monthly rights and remedies. All applicable services are listed in each SLA.

Network Service Level Agreement Format:

<u>Services</u>	<u>SLA Name</u>
[List of all applicable services]	<p>Definition [Definition or description of the SLA]</p> <p>Measurement Process [Instructions on how to measure network performance in order to determine compliance]</p> <p>Objective (s) [Defines the performance goal/parameters for each SLA. The objective(s) may be different than the technical Requirements found in Sections 6.3.2-6.3.6.2 et. al..]</p> <p>Immediate Rights and Remedies [Allows immediate action by DTS/ONS and the Customer (e.g., DTS/ONS Escalation), and/or rebates which are applied to their monthly invoices on a per occurrence basis (e.g., TTR).]</p> <p>Monthly Rights and Remedies [Applicable to SLAs that require accumulation of statistics over a period of time or multiple trouble tickets (e.g., availability). Note: the Off Ramp process is included in this component]</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2 Network Service Level Agreements (M)

SLAs have been established for various aspects of the network Requirements of this Module 3. The Network SLAs address the performance and delivery of services as described throughout this RFP Section 6.3.

6.3.14.2.1 General Requirements (M)

The following general Requirements are applicable to the Network SLAs:

- The total rights and remedies for failure to satisfy a single service SLA for any given month shall not exceed the sum of 100 percent of the Total Monthly Recurring Cost (TMRC) plus 15 percent of the AMUC
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILECs or CLECs, the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor Copies of all Service Level Agreements between Subcontractors and the awarded Contractor shall be provided to DTS/ONS for all services
- When the Contractor provides Facilities based services directly to the Customer in other ILEC's or CLEC's territories, the rights

6.3.14.2.3 Service Availability Percentage (M)

Services	Availability Percentage
Hosted Standalone IP Telephony Business Line Services	<p>Definition</p> <p>Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.</p>
Hosted Standalone IP Telephony Voice Mail Services	<p>Measurement Process</p> <p>All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total.</p>
Hosted Standalone IP Telephony Audio Conferencing Service	<p>Monthly Network Availability (%) = $1 - \frac{[(\text{total minutes of connection outage per month}) / (\text{days in month} \times 24\text{hours} \times 60\text{mins})]}{1} \times 100$.</p>
IP Transport for Converged Services	<p>Objectives</p> <p>99.2 percent</p>
Converged IP Telephony Business Line Services	<p>Immediate Rights and Remedies</p>
Converged IP Voice Mail Services	<p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p>
Converged Managed IP Audio Conferencing	<p>Monthly Rights and Remedies</p>
Managed IP Video Conferencing Services	<p>First month to fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC and 15 percent of the Average Monthly Usage Cost (AMUC).</p>
Unified Messaging	<p>Next consecutive month to fail to meet the SLA objective shall result in a 25 percent rebate of TMRC and 25 percent of the AMUC.</p> <p>Each additional consecutive month to fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC, and 50 percent of the AMUC.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
<p>Hosted Standalone IP Telephony Business Line Services</p> <p>IP Transport for Converged Services</p> <p>Converged Services, IP Telephony Business Line Services</p>	<p>Definition</p> <p>The total loss of two or more services at one address.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each End-User service affected by the common cause. Each End-User service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 2 hours</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC and 15 percent of the AMUC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.11 IP Contact Center Service Outage (M)

Services	IP Contact Center Service Outage
Computer Telephone Integration for IP Network Based ACD IP Network Based ACD IP Network based Interactive Voice Response/Call Router (IVR) IP Network Based Specialized Call Routing	<p>Definition</p> <p>The total loss of an IP Contact Center Service at a single End-User location.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the application alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each IP Contact Center service affected by the common cause. Each IP Contact Center service shall be considered unavailable from the first notification until the Contractor determines the IP Contact Center service is restored. Any IP Contact Center service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>Monday through Friday 7:00 am to 6:00 pm PST</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>15 percent of the TMRC and 15 percent of any applicable average monthly usage costs (AMUC), as defined in the glossary, for each service not meeting the per occurrence objective for a single IP Contact Center Service Outage</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.12 Excessive Outage (M)

Services	Excessive Outage
Hosted Standalone IP Telephony Business Line Services	<p>Definition</p> <p>An Excessive outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p> <p>Measurement Process</p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing.</p> <p>100 percent of the TMRC per occurrence and 15% of any applicable AMUC for each service out of service greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>
Hosted Standalone IP Telephony Voice Mail Services	
Hosted Standalone IP Telephony Audio Conferencing Service	
IP Transport for Converged Services	
Converged IP Telephony Business Line Services	
Converged IP Voice Mail Services	
Converged Managed IP Audio Conferencing	
IP Video Conferencing	
IP Based ACD	
IP Based Interactive Voice Response/Call Router (IVR)	
IP Based Specialized Call Routing	
IP Based Computer Telephone Integration	
Unified Messaging	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.2.14 Provisioning (M)

Services	Business Days	Provisioning
Hosted Standalone IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	<p>Definition</p> <p>Provisioning shall be defined as new service, adds, moves, changes, and deletes completed by the Contractor on or before the due dates. Provisioning SLAs are two-fold: Individual Service Order and Monthly Average Percentage by Service Type.</p> <p>Note: Provisioning timelines include extended demarcation, wiring, when appropriate.</p> <p>Measurement Process</p> <p>Individual Service Order:</p> <p>Install intervals are based on the intervals provided in the adjacent column or Customer/Contractor negotiated due dates documented on the order form/system.</p> <p>Monthly Average Percentage by Service Type:</p> <p>The sum of all individual service orders meeting the objective in the measurement period divided by the sum of all individual service orders due in the measurement period equals the monthly average. The entire installation fee is refunded to the Customers for all orders that did not complete on time during the month if the monthly objective is not met.</p> <p>Objective</p> <p>Individual Order:</p> <p>Service provisioned on or before the due date per install order.</p> <p>Monthly Average percent by Service Type:</p> <p>Greater than 95 percent</p>
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Day	
Hosted Standalone IP Telephony Audio Conferencing Service Scheduling	4 hours	
Inside Wiring	Contracted Service Project Work – Section 6 .3.12.1	
IP Transport for Converged Services Port Speed:		
56K- 1.5Mbps	20 days	
1.792Mbps - 3.3Mbps	30 days	
3.3Mbps up	Managed Project	
Converged IP Telephony Business Line Services (includes IP Telephony Voice Mail functionality and IP Telephony Audio Conferencing functionality)	Managed Project	

Services	Business Days	Provisioning
Adds, moves, changes, and deletes for Hosted Standalone IP Telephony Voice Services	2 Days	Immediate Rights and Remedies Individual Order: 50 percent of installation fee refunded to Customer for any missed due date. End-User Escalation Process DTS/ONS Escalation Process Monthly Rights and Remedies: - Monthly Average percent by Service Type: The entire installation fee refunded to Customer for all orders that did not complete on time during the month if the monthly average objective is not met.
Converged IP Audio Conferencing Service Scheduling	4 hours	
IP Automatic Call Distribution	Managed Project	
IP Interactive Voice Response System	Managed Project	
IP Specialized Call Routing	Managed Project	
IP Computer Telephone Integration	Managed Project	
Managed IP Video Conferencing Service Scheduling	4 hours	
Unified Messaging	Managed Project	
Station Cabling	Contracted Service Project Work – Section 6.3.12.1	

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.14.3.2 Invoicing Accuracy (M)

Services	Invoicing Accuracy
Invoices for all products, services and features provided through CALNET II	<p>Definition Contractor to provide detailed and accurate invoices as stated in RFP Section 6.3.11</p> <p>Measurement Process Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Objectives 100 percent invoice accuracy</p> <p>DTS/ONS Rights and Remedies DTS/ONS Escalation Process</p> <p>Customer Rights and Remedies Escalation to Contractor's Account Manager Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

- Total monthly charges
- Customer bill group (e.g., executive, local government, higher education, etc.)
- Contractor/Subcontractor/Affiliate name

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Contractor and Customer trouble ticket #
- Customer name
- Customer address
- Agency ID
- Type of outage
- Description of outage
- Date(s) of outage

- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (Unique identifier)
- SLA type
- Location(s)
- Port information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.3.15.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M)

The DTS/ONS Service Order/Provisioning Fiscal Report for products and services ordered by Customers shall provide, at a minimum, the following information:

- Agency ID
- Customer name
- Customer address

Section 6.4

Section 6.4 Broadband Fixed Wireless Access (BFWA) – MODULE 4

TABLE OF CONTENTS

6.4	BROADBAND FIXED WIRELESS ACCESS (BFWA) (MODULE 4)	1
6.4.1	MODULE 4 RFP REQUIREMENTS	3
6.4.1.1	Designation Of Requirements (M)	3
6.4.1.2	Compliance With Section 4 (M)	4
6.4.2	DATA CHANNEL MINIMUM REQUIREMENTS	5
6.4.2.1	Security (M)	7
6.4.3	BFWA SERVICE	8
6.4.3.1	BFWA Data Channel Basic Line Rate Service (M-O).....	8
6.4.3.1.1	BFWA Data Channel Basic Line Rate Additional Specific Listed Geographic Locations/Availability (D).....	10
6.4.3.2	BFWA Data Channel Enhanced Line Rate Service (M-O).....	19
6.4.3.2.1	BFWA Data Channel Enhanced Line Rate Additional Specific Listed Geographic Locations/Availability (D).....	21
6.4.3.3	BFWA Additional Line Rate Data Channel Service –Service and Features (D)30	
6.4.4	WIRELIN DATA CHANNEL SERVICES (M-O)	54
6.4.4.1	Wireline Data Channel Basic Line Rate Service (M-O)	54
6.4.4.2	Wireline Data Channel Enhanced Line Rate Service (M-O)	57
6.4.4.3	Wireline Additional Line Rate Data Channel Service – Service and Features (D) 60	
6.4.5	GENERAL TRAINING REQUIREMENTS (M)	84
6.4.5.1	Orientation and Training (M)	86
6.4.5.2	Contract Services Training (M).....	88
6.4.5.3	Contract Management Training (M)	89
6.4.5.4	Training Plan (M).....	90
6.4.5.5	Training Oversight & Coordination (M)	91
6.4.6	OTHER SERVICES (M-O)	92
6.4.6.1	Cable And Wire Services (M-O).....	92
6.4.6.1.1	Low Voltage Simple Wiring Services, Service Entrance, and Extended Termination (M-O).....	92
6.4.6.1.2	Station Wiring Services (D)	93-a
6.4.6.1.3	Inside Wiring Services (D).....	93-d
6.4.6.2	Services Related Hourly Support (M-O).....	93-f
6.4.7	REQUIRED CUSTOMER PREMISE EQUIPMENT (CPE) (M).....	94
6.4.8	END-USER SUPPORT (M).....	95
6.4.8.1	General Requirements (M).....	95

6.4.8.1.1	General DTS/ONS Responsibilities	96
6.4.8.1.2	Contractor's General Responsibilities (M)	97
6.4.8.2	Planning (M)	98
6.4.8.3	Design (M)	98
6.4.8.4	Provisioning and Implementation Requirements (M)	99
6.4.8.5	Marketing Requirements (M)	101
6.4.9	INVOICING SERVICES (M)	102
6.4.9.1	Invoicing System for Data Services (M)	103
6.4.9.1.1	Invoicing System Requirements (M)	103
6.4.9.1.2	Flexible Billing Cycles (D)	105
6.4.9.1.3	Addition of New Fields (D)	105
6.4.9.1.4	Automated Refund (D)	106
6.4.9.1.5	Customer Management Software (D)	106
6.4.9.1.6	DTS/ONS Report Management (D)	107
6.4.9.1.7	Invoice Content Requirements (M)	107
6.4.9.1.8	General Invoice System Requirements (M)	108
6.4.9.2	Fraud Detection and Monitoring Services (M)	110
6.4.9.3	Back Billing (M)	112
6.4.9.4	Invoice Audits (M)	112
6.4.9.4.1	Audits (M)	112
6.4.9.4.2	Contractor Invoice Audit Responsibility (M)	113
6.4.9.5	Administrative Fee Collection (M)	114
6.4.9.6	California State Accounting and Reporting System (CALSTARS) (D)	115
6.4.10	CONTRACTED SERVICE PROJECT WORK (M)	118
6.4.10.1	Coordinated Project Work (M)	118
6.4.10.2	Managed Project Work (M)	120
6.4.11	CUSTOMER ADVOCACY (M)	122
6.4.11.1	Customer Service Center (M)	122
6.4.11.2	Escalation Process (M)	123
6.4.11.2.1	Escalation Plan (M)	124
6.4.11.2.2	Technical Resources (M)	124
6.4.11.2.3	Network Outage Response (M)	125
6.4.12	SERVICE LEVEL AGREEMENTS (SLA) (M)	126
6.4.12.1	Service Level Agreement Overview (M)	126
6.4.12.1.1	Technical Requirements versus SLA (M)	129
6.4.12.1.2	Two methods of outage reporting: Customer or Contractor (M) ..	129
6.4.12.2	Technical Service Level Agreements (M)	130
6.4.12.2.1	General Requirements (M)	130
6.4.12.2.2	Trouble Ticket Stop Clock Conditions (M)	132
6.4.12.2.3	Service Availability Percentage (M)	134
6.4.12.2.4	Catastrophic Outage 1 (M)	136
6.4.12.2.5	Catastrophic Outage 3 (M)	137
6.4.12.2.6	Round Trip Transmission Delay (M)	138

<i>Description:</i>	138
6.4.12.2.7 Excessive Outage (M)	140
6.4.12.2.8 Notification (M)	141
6.4.12.2.9 Provisioning (M)	142
6.4.12.2.10 Response Duration from Receipt of Order (M).....	144
6.4.12.3 Administrative Service Level Agreements (M)	145
6.4.12.3.1 Administrative Fee Reports /Electronic Fund Transfer Notification Delivery Intervals (M).....	146
6.4.12.3.2 Invoicing Accuracy (M)	147
6.4.12.3.3 Report Delivery Intervals (M).....	148
6.4.12.3.4 Tools and Report Implementation (M).....	149
6.4.12.3.5 Tool Availability (M)	151
6.4.12.4 Glossary of SLA Related Terms (M)	152
6.4.13 FISCAL MANAGEMENT (M)	153
6.4.13.1 Fiscal Management Database(s) (M)	154
6.4.13.2 Fiscal Management Reports (M).....	155
6.4.13.2.1 DTS/ONS Fiscal Inventory Report of All Services (M)	156
6.4.13.2.2 DTS/ONS Detail of Services Billed Report by Service (M).....	157
6.4.13.2.3 DTS/ONS Detail of Services Billed Report by Agency (M)	158
6.4.13.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)	160
6.4.13.2.5 DTS/ONS Service Order/Provisioning Fiscal Report (M).....	161
6.4.13.2.6 DVBE Tracking Fiscal Report (M)	162
6.4.13.2.7 Service Location Report (M).....	163
6.4.13.2.8 General Customer Profile Information (M)	164
6.4.13.3 DTS/ONS Fiscal Audits (M).....	165
6.4.14 MANAGEMENT TOOLS AND REPORTS (M)	165
6.4.14.1 Public Web Site (M).....	166
6.4.14.2 Private Web Site (M).....	167
6.4.14.3 Customer Trouble Ticket Reporting and Tracking System (M)	168
6.4.14.4 Customer Inventory Report (M).....	170
6.4.14.5 Service Level Agreement (SLA) Reports (M)	170
6.4.14.5.1 SLA Report Requirements (M)	171
6.4.14.5.2 SLA Provisioning Report Requirements (M).....	172
6.4.14.5.3 CAT 1 and 3 SLA Report Requirements (M)	172
6.4.15 CONTRACTED SERVICE PROJECT WORK REPORTS (M).....	173
6.4.15.1 Coordinated Project Work Report (M).....	173
6.4.15.2 Managed Project Work Report (M)	174
6.4.16 REQUIRED MIGRATION AND TRANSITION STRATEGY (M)	175
6.4.16.1 Migration Plan Requirements of Startup (M)	176
6.4.16.2 Transition-Out Requirements of Termination (M).....	178

Survivability – the ability to continue to operate or quickly restore services in the face of unanticipated incidents, disasters, or catastrophes.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.2.1 Security (M)

The State expects stringent security standards, based upon the transmission of confidential or sensitive data.

The Contractor shall commit to the following:

- Current state-of-the-art security standards applicable to proposed solutions to be updated current with the industry.
- Security Administration
- Physical site security

A reference document is not required as a response to this RFP section. The Bidder's commitment to the Requirement above will be evaluated on a pass/fail basis only.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

6.4.3 BFWA SERVICE

The Contractor shall provide the BFWA channel services described below.

6.4.3.1 BFWA Data Channel Basic Line Rate Service (M-O)

The Contractor shall provide BFWA digital data channel services to support end-to-end digital data transmission.

The basic channel service provided by the Contractor shall include the following:

- Local Wireless Segment
- Customer Premise Data Communications Equipment
- Encryption Open Standards Based Network Interface

The service shall be open Standards based and in accordance with, at a minimum, any of the Standards bodies listed: ITUT, IEEE, ETSI.

Minimum technical Requirements for operation shall be as listed below:

- Wireless segment availability shall be 98.5 percent (BFWA)
- Wireless transmission distance of not less than 1 Mile (BFWA)
- Wireless Channel line average throughput not less than 100Kbps
- Wireless Channel latency shall be identified by the Contractor for technical evaluation

Geographic Requirements

At a minimum, the Contractor shall provide services in the cities listed below:

- Sacramento
- Los Angeles
- San Francisco
- San Diego
- San Jose
- Oakland

A service area is defined as within the city limits of each city identified.

This service is not required to be available at time of award, however, the Contractor shall negotiate with the State to establish implementation timelines to provide service to the geographic locations listed above.

Contractor shall offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.a.

Table 6.4.3.1.a BFWA Data Channel Basic Line Rate Service and Features (M-O)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/ Location
Wireless Data Channel Basic Line Rate (1 end point) – Monthly Service Fee	BFWA solution as a service at 100Kbps as described above.		
Bidder's Description:			
BFWA Basic Line Rate – Usage Charge	BFWA usage charge. May or may not apply. Bidders are to describe how the usage charge will apply.		
Bidder's Description:			

Contractor may offer the BFWA data channel basic line rate service and features detailed in Table 6.4.3.1.b.

Table 6.4.3.1.b BFWA Data Channel Basic Line Rate Service and Features (D)

Feature Name	Feature Description	Meets or Exceeds? Y/N	Document/Location
Expedite Option	Bidders shall describe installation interval commitment and expedite criteria.		
Bidder's Description:			
Portability Option	BFWA solution as a service at 100Kbps as described above with the ability to easily deploy in a temporary non fixed environment.		
Bidder's Description:			
Additional unsolicited features offered by the Bidder:			
Bidder's Description:			

6.4.9.1 Invoicing System for Data Services (M)

Contractor shall provide a billing system that produces invoices that are accurate and easy to verify by Customers in a timely manner. The Contractor shall be responsible for the coordination with business partner's and subcontractor's invoice systems. The Contractor will establish processes and procedures to avoid order entry errors on adds, changes, or deletes and any other pertinent data. Invoices shall include accurate service types, quantities, dates of service, Contract rates, and any other pertinent data. The invoices shall also include descriptive itemized charges, specific descriptions of charges, and cross-reference data. The Contractor shall render individual bills directly to any Agency that is authorized to use the Contract by DTS/ONS no later than 15 Business Days after the end of the billing cycle.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.1.1 Invoicing System Requirements (M)

The Contractor's billing system shall include, at a minimum, the following:

- Availability of invoices via paper and electronic form (on CD-ROM and web based posting) at no cost to the Customer
- Availability of both consolidated and individual invoices, broken down by divisions, offices, accounting centers, or nodes within the department

- The Contractor shall not assess late payment charges for all contracted services less than 90 calendar days in arrears
- Should the State or any authorized End-User dispute, in good faith, any portion of the amount due, the State or any authorized End-User shall notify the Contractor in writing of the nature and basis of the dispute as soon as possible. In the event the dispute is not resolved prior to the due date, the State or any authorized End-User may deduct the disputed amount from the amount due. No late payment charges shall apply to the disputed amount. The parties agree to use their best efforts to resolve disputes in a timely manner
- The amount of the late payment charge shall be as set forth in the Government Code Section 926.19. Any late payment charge shall be identified in the next month's invoice and shall be included in the next applicable payment by the State or any authorized End-User
- The State shall not be subject to monthly minimum usage charges for any contracted service, unless specifically approved by DTS/ONS
- Charges for a fraction of a calendar month shall be computed at the rate of 1/30 of the applicable total monthly charge, for each day the service was provided
- Agencies will have the option to choose their invoice media type free of charge. If more than one media type is chosen a charge may be applied for the additional copies of the invoices. If the Customer chooses the CD or web based posting to be their media type, the Contractor must issue a paper remittance slip free of charge so Agencies may submit it to the State Controller's Office along with their payment. The Contractor's subcontractors are required to provide web and CD based options
- The State shall only be subject to those service taxes, fees, surcharges, and surcredits approved in accordance with Appendix B, Model Contract language, Section 60. Approved taxes and surcharges will be individually listed and displayed on invoices from the Contractor and subcontractors
- Non-contracted services on the Customer invoice will be identified by unique identifiers or other methodology agreed to by DTS/ONS

- Services/features offered under this Contract shall include unique identifiers. In instances where permanent unique identifiers have not been assigned, the Contractor agrees to assign temporary unique identifiers to facilitate identification of billed Services on Customer invoices
- Contractor shall inform DTS/ONS and Customers in writing when temporary unique identifiers are assigned
- DTS/ONS requires all usage-based services be billed in six second increments

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.2 Fraud Detection and Monitoring Services (M)

The Contractor shall provide a Fraud Detection and Monitoring Services available for near real time information for analysis on a 24x7 basis that is consistent with industry common “best” practices for fraud detection for services identified in this section. The Contractor shall provide its definition of fraudulent activities associated with these services. The Contractor will provide detailed Documentation on criteria used to identify fraudulent activity and Customer notification. The Contractor’s Fraud Detection and Monitoring Services shall include provisions for working with DTS/ONS and Customers to define parameters for fraud detection, Customer awareness and education, and a Customer fraud manual that identifies algorithms that alert and identify suspicious calling.

The Contractor shall provide fraud detection, prompt Customer notification, and corrective action programs to reduce the State’s vulnerability to fraudulent activities. The Contractor shall offer a program to assist Agencies with identifying suspect patterns that may constitute abuse or improper use of State telecommunications services. For the purpose of this Contract, Fraud is

considered the theft of services or deliberate misuse of data networks by perpetrator's whose intention is to completely avoid or reduce charges that would have been legitimately applied to them. CALNET II Customers shall not be responsible for costs associated with fraudulent usage.

Examples of fraud include:

- Spoofing
- Access intrusion

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.3 Back Billing (M)

The Contractor shall be limited to 12 months of back billing on all services ordered under the Contract, including conversion projects. Invoices presented more than 12 months after the acceptance of the service order or conversion project will not be considered valid and will not be processed for payment.

The Customer shall be entitled to billing credits for up to three (3) years from the time of invoice billing date. Contractor shall issue credits within 60 days of customer notification.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.9.4 Invoice Audits (M)**6.4.9.4.1 Audits (M)**

DTS/ONS and the Department of General Services shall have the right to inspect copies of any entity's (State Agency or local government) bill records for the purpose of auditing Contract rate compliance. Contractor shall provide billing records within 30 calendar days of receipt of request from DTS/ONS or the Department of General Services.

By State Administrative Manual policy, State Agencies are required to retain records until an audit is performed or for four years whichever comes first. Contractor agrees to maintain records for possible audit for a minimum of four (4) years after final payment, unless a longer period of records retention is stipulated or required by law. Contractor shall provide duplicate copies of bills and supporting detail up to four years in arrears at no fee to the State or Agency.

- Any known public safety issues or community isolations
- Restoral measures, time and date of restoral
- Provide an Executive Summary report upon request by DTS/ONS. Information for this report shall include
 - High-level event summary
 - Impact to the State Customers
 - Timeline of events
 - Discussion/outage issues
 - Mitigation plan/path forward

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12 SERVICE LEVEL AGREEMENTS (SLA) (M)

6.4.12.1 Service Level Agreement Overview (M)

The intent of this section is to provide the Contract Customers, DTS/ONS and the Contractor with Requirements that define and assist in the management of the Service Level Agreements (SLA). This section identifies and explains the required SLAs for the IP services identified in this RFP Module. The SLAs shall be categorized as Technical or Administrative in nature. The intent of this section is to define performance objectives and measurement processes for the BFWA minimum geographic location requirements and the Wireline requirements for statewide coverage.

In the event a Bidder proposes a service that has been designated as Desirable, the Bidder must identify their associated SLAs as described in this Section.

The Bidder must identify their associated SLAs for unsolicited services.

failure in the backbone (i.e. Cat 2 or 3). In each instance a trouble ticket shall be assigned and monitored until service is restored.

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2 Technical Service Level Agreements (M)

SLAs have been established for various aspects of the service Requirements of this Module 4. The Technical SLAs address the performance and delivery of services as described throughout this Module.

6.4.12.2.1 General Requirements (M)

The following general Requirements are applicable to the Technical SLAs:

- The total rights and remedies for failure to satisfy a single channel or service SLA for any given month shall not exceed 100 percent of the Total Monthly Recurring Cost (TMRC)
- If a circuit fails to meet one or more of the performance objectives, only the largest monthly Rights and Remedies for all performance objectives not met will be credited to the customer.
- To the extent that Contractor offers additional or more advantageous rights and/or remedies to Customers for similar services offered through tariffs, online service guides, or other programs, the State shall be entitled to exercise the rights and/or remedies therein
- For subcontracted local services from other ILEC's or CLEC's the Contractor shall provide the State or Customer, at a minimum, the same service level agreements provided to Contractor by each subcontractor. Copies of all Service Level

location_____ page_____ paragraph_____

Description:

6.4.12.2.3 Service Availability Percentage (M)

Services	Service Availability Percentage
BFWA Data Channel Basic Line Rate Service	Definition Scheduled uptime is based on 60 minutes x 24 hours x calendar days in the month.
BFWA Data Channel Enhanced Line Rate Service	Measurement Process All outage durations applied to other SLAs, which result in a remedy, will be excluded from the monthly accumulative total. Monthly Network Availability (%) = $1 - [(total\ minutes\ of\ connection\ outage\ per\ month) / (days\ in\ month \times 24hours \times 60mins)] \times 100$.
Wireline Data Channel Basic Line Rate Service	
Wireline Data Channel Enhanced Line Rate Service	Objectives BFWA Data Channel Basic Line Rate Service >98.5 percent BFWA Data Channel Enhanced Line Rate Service >98.5 percent Wireline Data Channel Basic Line Rate Service >99.2 percent Wireline Data Channel Basic Line Rate Service > 99.2 percent
	Immediate Rights and Remedies End-User Escalation Process DTS/ONS Escalation Process

Services	Service Availability Percentage
	<p>BFWA Monthly Rights and Remedies</p> <p>First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.</p> <p>Wireline Monthly Rights and Remedies</p> <p>First month to exceed fail to meet the SLA objective shall result in a 15 percent rebate of the TMRC.</p> <p>Next consecutive month to exceed fail to meet the SLA objective shall result in a 25 percent rebate of TMRC.</p> <p>Each additional consecutive month to exceed fail to meet the SLA objective shall result in a 50 percent rebate of the TMRC.</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.4 Catastrophic Outage 1 (M)

Services	Catastrophic Outage 1
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>Any component failure that results in loss of service to 40 or more sites.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7X24)</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>25 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

Services	Catastrophic Outage 1
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>Any component failure that results in loss of service to 40 or more sites.</p> <p>Measurement Process</p> <p>The outage start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by a Customer, whichever occurs first. The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 2 hours</p> <p>Immediate Rights and Remedies</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 1 fault</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description:

6.4.12.2.5 Catastrophic Outage 3 (M)

Services	Catastrophic Outage 3
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>The total loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 4 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>50 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Catastrophic Outage 3
Wireline Data Channel Basic Line Rate Service Wireline Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>The total loss of any service type on a system wide basis.</p> <p>Measurement Process</p> <p>The outage duration start shall be determined by the network alarm resulting from the outage-causing event or the opening of a trouble ticket by the Customer, whichever occurs first. Outage duration shall be measured on a per End-User service basis from information recorded from the Equipment or trouble ticket.</p> <p>The Contractor shall open a trouble ticket and compile a list for each service affected by the common cause. Each service is out of service from the first notification until the Contractor determines the service is restored. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7x24)</p> <p>Objectives</p> <p>Less than 15 Minutes</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation Process</p> <p>100 percent of the TMRC for each service not meeting the per occurrence objective for a single Cat 3 fault</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.2.6 Round Trip Transmission Delay (M)

Services	Round Trip Transmission Delay
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <p>100K Channel:</p> <p>64 byte ping: <XXXms (Bidder to Identify)</p> <p>200K Channel:</p> <p>64 byte ping: <XXXms (Bidder to Identify)</p> <p>Immediate Rights and Remedies</p> <p>10 percent of TMRC per occurrence for the reported channel service that fails to meet the SLA objective.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Round Trip Transmission Delay
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>Round trip transfer delay measured from Contractor to Customer Handoff (CCH) to CCH.</p> <p>Measurement Process</p> <p>End-User/Customer is responsible for opening a trouble ticket with the Contractor's Customer Service Center (helpdesk) when the frame/packet/cell transfer delay is below the committed level. DTS/ONS shall determine the sample interval, provided that a minimum of 100 pings or more shall constitute test. The problem requires timely verification, consistent with industry Standards (e.g., a protocol analyzer), by the Contractor. Trouble shall be tracked as a Quality of Service (QoS) problem using a special disposition code on the trouble ticket. QoS tickets shall not count in availability or Time to Repair measurements unless and until the End-User reports service as unusable for its intended uses.</p> <p>(7x24)</p> <p>Objectives</p> <p>100K Channel:</p> <p>64 byte ping: <130ms</p> <p>1000 byte ping: <400ms</p> <p>200K Channel:</p> <p>64 byte ping: <130ms</p> <p>1000 byte ping: <400ms</p> <p>Immediate Rights and Remedies</p> <p>20 percent of TMRC per occurrence for the reported channel service that fails to meet the SLA objective.</p> <p>End-User Escalation Process</p> <p>DTS/ONS Escalation Process</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description

6.4.12.2.7 Excessive Outage (M)

Services	Excessive Outage
BFWA Data Channel Basic Line Rate Service BFWA Data Channel Enhanced Line Rate Service	<p>Definition</p> <p>An Excessive Outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than 48 hours.</p> <p>Measurement Process</p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <p>Less than 48 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>75 percent of the TMRC per occurrence for each service outage greater than 48 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

Services	Excessive Outage
<p>Wireline Data Channel Basic Line Rate Service</p> <p>Wireline Data Channel Enhanced Line Rate Service</p>	<p>Definition</p> <p>An Excessive Outage shall be defined as a trouble ticket that remains opened with the Contractor on a service, for more than twelve hours.</p> <p>Measurement Process</p> <p>The service is unusable during the time the trouble ticket is reported as opened until restoration of the service, minus stop clock conditions. Any service reported by End-User/Customer as not having been restored shall have the outage time adjusted to the actual restoration time.</p> <p>(7 x 24)</p> <p>Objectives</p> <p>Less than 12 hours</p> <p>Immediate Rights and Remedies</p> <p>Senior Management Escalation</p> <p>Customer may request from Contractor an Excessive Outage restoration briefing</p> <p>100 percent of the TMRC per occurrence for each service outage of service greater than 12 hours.</p> <p>Monthly Rights and Remedies</p> <p>N/A</p>

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

location_____ page_____ paragraph_____

Description:

6.4.12.3.2 Invoicing Accuracy (M)

Services	Invoicing Accuracy
Invoices for all products and services provided through RFP 6.4	<p>Definition</p> <p>Contractor to provide detailed and accurate invoices as stated in RFP Section 6.4.9</p> <p>Measurement Process</p> <p>Contractor caused material errors occurring on an invoice shall be either corrected or a correction process established by Contractor within 60 days of the invoice discrepancy notification.</p> <p>Customer Rights and Remedies</p> <p>Escalation to Contractor's Account Manager</p> <p>Escalation to DTS</p>

Bidder understands the Requirement and shall meet or exceed it? Yes _____ No _____

Reference: document _____

location _____ page _____ paragraph _____

Description

6.4.13.2.4 Trouble Ticket/SLA Credits Fiscal Report (M)

The Trouble Ticket/SLA Credits Fiscal Report shall provide the following information at a minimum:

- Contractor and Customer trouble ticket #
- Customer name
- Customer address
- Agency ID(s)
- Type of outage _____
- Description of outage
- Date(s) of outage
- Date and time trouble ticket opened
- Date and time trouble ticket closed
- Duration
- Total credits
- Services affected (Unique identifier)
- SLA type _____
- Location(s)
- Data Channel information

Bidder understands the Requirement and shall meet or exceed it? Yes_____ No_____

Reference: document_____

Section 11, Appendix A – Glossary

APPENDIX A - GLOSSARY

The following words and phrases, when used in the RFP or the Contract, shall have the indicated meanings. (Terms capitalized within a particular definition are defined elsewhere within the RFP or the Contract.)

“ACCEPTANCE TESTS” shall mean those tests performed during the Performance Testing Period which are intended to determine compliance of Equipment and Software with specifications and all other provisions of this Contract and to determine the reliability of the Equipment.

“AFFILIATE” shall mean any entity, employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other or person that, directly or indirectly, controls, is controlled by, or is under common control with Contractor, whether through ownership of more than fifty (50%) of the voting securities, by contract, managing authority or otherwise.

“AGENCY” or (**“AGENCIES”**) shall mean a tax supported public entity (or entities) empowered to expend public funds to purchase Deliverables and Services from the Contract.

“AGREEMENT” shall have the same meaning as **“CALNET II”** and **“Contract”** and the terms shall be used interchangeably.

“APPLICATION PROGRAM” shall mean a computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Hardware/Software system, but they may be supplied by the Contractor.

“ATTACHMENT” shall mean a mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment manufacturer, that is not connected by the Contractor.

“BENCHMARKER” has the meaning given it in Section 80 of the General Provisions.

“BENCHMARKING PROCESS” has the meaning given it in Section 80 of the General Provisions.

“BENCHMARKING STANDARD” has the meaning given it in Section 80 of the General Provisions.

“BID” shall mean an offer made in response to the RFP to perform a contract for work and labor described in the RFP in accordance with the terms and conditions provided in the Contract.

“BIDDER” shall mean a supplier who submits a Bid to the State in response to the RFP.

“BUSINESS DAY” shall mean 8:00 a.m. to 5:00 p.m. Pacific Time, Monday through Friday, excluding State holidays.

“CALIFORNIA PUBLIC RECORDS ACT” shall mean California Government Code Section 6250 et seq.

“CALNET I” shall mean the California Integrated Information Network I.

“CALNET II MSA” shall mean CALNET II Master Service Agreement and shall have the same meaning as “Agreement” and “Contract” and the terms shall be used interchangeably.

“CLECs” shall mean Competitive Local Exchange Carriers.

“COMMERCIAL SOFTWARE” shall mean Software developed or regularly used that: (i) has been sold, leased, or licensed to the general public; (ii) has been offered for sale, lease, or license to the general public; (iii) has not been offered, sold, leased, or licensed to the public but will be available for commercial sale, lease, or license in time to satisfy the delivery requirements of the Contract; or (iv) satisfies a criterion expressed in (i), (ii), or (iii) above and would require only minor modifications to meet the requirements of the Contract.

“CONFLICT LAWS” has the meaning given it in Section 37c. of the General Provisions.

“CONTRACT” shall mean the State of California Standard Agreement, the SOW and the Proposal, together with all attachments thereto (including the General Provisions), documents incorporated therein by reference, and all regulatory filings made pursuant thereto for the applicable Module Services. The term “Contract” shall have the same meaning as “Agreement” and “CALNET II” and the terms shall be used interchangeably.

“CONTRACTOR” shall mean the entity identified in the introductory paragraph to the General Provisions and all of its Affiliates providing Deliverables and/or Services under the applicable Contract.

“CONTRACTOR PERSONNEL” shall mean, at a given time during the Term, all employees, agents and representatives of Contractor or of subcontractors of Contractor who are then assigned or performing responsibilities in connection with providing the Services.

“CONVERGED SERVICES” shall mean voice, video, and data services that run over a converged network. Includes advanced data and information services and applications such as IP-based voice, integrated messaging, web-based conference calling, voice enabled instant messaging, Enhanced Class features—features that enhance productivity and performance such as selective call waiting, group ring, and find-me, follow-me, etc.

“CONVERGENCE” shall mean the definition of network architecture that allows for voice, video, and data communications to run over a single (converged) network.

“COST TO COVER” shall mean the cost and expenses incurred to procure replacements Deliverables or Services for the Deliverables and/or Services of equivalent capability, function and performance, or corrected Deliverables or Services, from an alternate source (including, costs and expenses associated with the retention of consultants and legal counsel or the State’s imputed costs for the same using internal resources).

“CPE” or “CUSTOMER PREMISE EQUIPMENT” shall mean customer owned telecommunications Equipment located at a customer location.

“CPI” shall mean the Consumer Price Index.

“CLEC” shall mean Competitive Local Exchange Carriers.

“CPUC” shall mean the California Public Utilities Commission.

“CUSTOMER” shall mean an Agency that is purchasing goods and services from the Contract.

“DATA PROCESSING SUBSYSTEM” shall mean a complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.

“DATA PROCESSING SYSTEM (SYSTEM)” shall mean the total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

“DELIVERABLES” shall mean Goods, Software, Information Technology, telecommunications technology, and other items (e.g. reports) to be delivered pursuant to the applicable Contract, including any such items furnished incident to the provision of Services.

“DELIVERY DATES” shall mean the dates specified by the State for the delivery by Contractor of certain Deliverables or Services.

“DEPARTMENT DIRECTOR” shall mean the Director of DTS/ONS.

“DESIRABLE ITEMS” shall mean attributes or conditions in the RFP that are defined by the words “should” or “may”.

“DGS” shall mean the Department of General Services of the State of California.

“DGS/PD” shall mean the Procurement Division of the Department of General Services of the State of California.

“DTS/ONS” – DTS/ONS is now synonymous with STND, the Statewide Telecommunications and Network Division, which is the new name for DTS/ONS.

“DISASTER RECOVERY AND SECURITY PLAN” shall have the meaning given it in Section 79 of the General Provisions.

“DISENTANGLEMENT” shall have the meaning given it in Section 77c. of the General Provisions.

“DISENTANGLEMENT PLAN” or **“TRANSITION-OUT PLAN”** shall mean the plan for transitioning the provision of services, or portion thereof, pursuant to CALNET II as set forth in the Contract to the State’s alternate service provider (e.g., CALNET III), which identifies all material transition tasks and deliverables to be completed by Contractor in connection with the transition to such alternate service provider, and the dates by which each is to be completed by Contractor, all as further described in Section 77b. of the General Provisions.

“DISENTANGLEMENT COMMENCEMENT DATE” shall have the meaning given it in Section 77a. of the General Provisions.

“DOCUMENTATION” shall mean nonproprietary manuals and other printed materials necessary or useful to the State in its use or maintenance of the Equipment or Software provided hereunder. Manuals and other printed materials customized for the State hereunder constitute Documentation only to the extent that such materials are described in or required by the Statement of Work.

“DVBE” shall mean a Disabled Veterans Business Enterprise.

“EFFECTIVE DATE” shall mean later date on which the Contract has been both executed by Contractor and has been executed and approved by the State in accordance with the terms therein.

“END-USER” shall mean an individual within an Agency that is utilizing the feature or service provided under the Contract.

“END TO END SERVICE” shall mean the Contractor is responsible for providing Service(s) on a statewide basis, whether provided by Contractor or subcontractors.

“ENHANCEMENTS” shall have the meaning given it in Section 68 of the General Provisions.

“EQUIPMENT” is an all-inclusive term, which refers either to individual Machines or to a complete Data Processing System or subsystem, including its Hardware and Operating Software (if any).

“EQUIPMENT FAILURES” shall mean a malfunction in the Equipment, excluding all external factors, which prevents the accomplishment of the Equipment’s intended function(s). If microcode or Operating Software residing in the Equipment is necessary for the proper operation of the Equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the Equipment’s intended functions shall be deemed to be an Equipment Failure.

“FACILITIES” shall mean outside plant, cable, capacity, and telecommunication sites and/or Systems provided by either the state or Contractor.

“FCC” shall mean the Federal Communications Commission.

“FOUR-DIGIT DATE COMPLIANT” shall have the meaning given it in Section 44 of the General Provisions.

“GENERAL PROVISIONS” shall mean the California Integrated Information Network (CALNET) II General Provisions. When reference is made to a Section of the General Provisions, without mention of or contextual reference to a specific category of Module Services, such reference is to the General Provisions of each Contract for Module Services.

“GOODS” shall mean all types of tangible personal property, including but not limited to materials, supplies, and Equipment (including computer and telecommunications Equipment).

“HARDWARE” usually refers to computer Equipment and is contrasted with Software. See also Equipment.

“INDIVIDUAL CASE BASED PRICING” or **“ICB PRICING”** shall mean individual case basis pricing using the methodology described in Section 71 of the General Provisions and as such term is further defined by the CPUC.

“ILECS” shall mean Incumbent Local Exchange Carriers.

“INCLUDE” or **“INCLUDING”**, whether or not capitalized, shall not be construed as terms of limitation.

“INDIVIDUAL PRICE REDUCTIONS” or **“IPR”** shall mean the reduction in the pricing of Services provided to an individual Customer pursuant to the methodology described in Section 72 of the General Provisions.

“INFORMATION TECHNOLOGY” shall mean information technology, including, all electronic technology systems and services, automated information handling, System design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite System controls, simulation, electronic commerce, and all related interactions between people and Machines.

“INTELLECTUAL PROPERTY RIGHT” shall have the meaning given it in Section 15b. of the General Provisions.

“KEY PERSONNEL” shall mean the Contractor Personnel and its subcontractors who are identified, or the holders of the positions that are identified, and such other Personnel that the State may identify as Key Personnel, from time to time, in a written notice or notices delivered to Contractor.

“LEGISLATURE” shall mean the California State Legislature.

“MACHINE” shall mean an individual unit of a Data Processing System or subsystem, separately identified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary Software, e.g., central processing unit, memory module, tape unit, card reader, etc.

“MATERIAL DEVIATION” shall mean a deviation from a requirement that is not in substantial accord with the RFP Requirements, provides an advantage to one Bidder over other Bidders, or has a potentially significant effect on the delivery, quantity or quality of items proposed, amount paid to the Bidder, or for the cost to the State.

“MIGRATION” or **“MIGRATE”** shall mean all tasks, Deliverables and activities related to or necessary for the migration of the provision of services pursuant to CALNET I to the provision of Services pursuant to CALNET II pursuant to the Contracts for Module 3 Services or Module 4 Services.

“MIGRATION PLAN” shall mean the plan for the Migration of the provision of Services pursuant to the Contracts for Module 3 Services or Module 4 Services, respectively, which identifies all material transition tasks and Deliverables to be completed by Contractor in connection with the implementation of all Services by Contractor, and the dates by which each is to be completed by Contractor, all as further described in Section 74 of the General Provisions of the Contracts for Module 3 Services or Module 4 Services, respectively.

“NOTICE OF TERMINATION” shall mean a written notice of termination from the State to Contractor pursuant to the Contract.

“OPERATING SOFTWARE” shall mean those routines, whether or not identified as Program Products, that reside in the Equipment and are required for the Equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs, and user programs to the Equipment.

“ORDERING DOCUMENT” has the meaning given it in Section 2d. of the General Provisions.

“PERFORMANCE TESTING PERIOD” shall mean a period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed Equipment and Software prior to its acceptance by the State.

“PRIMARY BACKBONE NETWORK” shall mean the network infrastructure supporting the State’s telecommunications services for voice, data, and video services.

“PROGRAMMING AIDS” shall mean Contractor-supplied programs and routines executable on the Contractor’s Equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.).

“PROGRAM PRODUCT” shall mean programs, routines, subroutines, and related items which are proprietary to the Contractor and which are licensed to the State for its use, usually on the basis of separately stated charges and appropriate contractual provisions.

“PROPOSAL” shall have the meaning given in Section 1 of the General Provisions.

“PROVIDED RESOURCES” shall have the meaning given in Section 15e. of the General Provisions.

“REQUIREMENT” shall mean the technical and administrative performance and delivery Requirements established by the State throughout the RFP.

“RFP” shall have the meaning given in Section 1 of the General Provisions.

“RFP MODULE” shall mean any of the four sections of the RFP that address specific solutions. The RFP Modules included in the RFP include Core Services (Module 1, Section 6.1), Long Distance Services for Voice (Module 2, Section 6.2), Internet Protocol Services (Module 3, Section 6.3), and Broadband Fixed Wireless Access (Module 4, Section 6.4).

“SEALED PROPOSAL” shall mean a Proposal that is contained/wrapped/boxed in such a manner that no part of the Proposal is revealed.

“SECURITY POLICIES” shall have the meaning given in Section 85 of the General Provisions.

“SERVICE RATE” shall have the meaning given in Section 80 of the General Provisions.

“SERVICES” shall mean, collectively, the services, functions and responsibilities described in the Contract as they may be supplemented, enhanced, modified or replaced during the Term in accordance with the Contract, including any Enhancements approved by the State.

“SOFTWARE” is an all-inclusive term which refers to any computer programs, routines, or subroutines supplied by the Contractor, including Operating Software, Programming Aids, Application Programs, and Program Products.

“STANDARDS” shall mean the State defining business standards as well as industry defined and accepted standards for communications published by recognized organizations such as IEEE, IETF, ITU, ANSI, TIA/EIA, etc.

“STATE” shall mean DTS/ONS, or as DTS/ONS may designate, in its sole discretion, any other department, division, or unit of the State of California, any agency or governmental entity of the State of California or any local jurisdiction within the State of California empowered to expend public funds, and their end-users, intended to receive the benefit of the Services. DTS/ONS may exercise such discretion at any time and from time to time, either on a case-by-case basis or by notifying Contractor of its then-established policies and guidelines for the same. Without limiting any of the foregoing, the Parties presently anticipate that: (a) where the term is used in reference to contract administration activities, it shall refer to DTS/ONS and (b) where the term is used in reference to payment obligations and dispute resolution activities, as the same relate to a particular Ordering Document, it shall refer to the entity identified in such Ordering Document or by DTS/ONS as the beneficiary of the Deliverables and Services.

“STATE RESOURCES” shall have the meaning given in Section 15e. of the General Provisions.

“STATEMENT OF WORK” is Attachment 2 and any additional statements of work entered into by the State and Contractor pursuant to this Contract.

“STOP WORK ORDER” shall mean a written order from the State to the Contractor instructing the Contractor to stop the performance of all, or some portion, of work under the Contract, as further described in Section 36b. of the General Provisions.

“STND” shall mean the Statewide Telecommunications and Network Division, the new name for DTS/ONS.

“SUBCONTRACT PRICING REVIEW” shall have the meaning given in Section 80 of the General Provisions.

“SUBCONTRACT RATE” shall have the meaning given in Section 80 of the General Provisions.

“SUPPLIER” shall mean a business entity, Bidder, offeror, vendor, or Contractor.

“SYSTEM” shall mean the complete collection of Hardware, Software and Services as described in this Contract, integrated and functioning together, and performing in accordance with this Contract.

“TECHNICAL CONSULTING AND DIRECTION” shall have the meaning given it in Section 37b. of the General Provisions.

“TERM” shall have the meaning given it in Section 81 of the General Provisions.

“THIRD PARTY OBLIGATION” shall have the meaning given it in Section 32 of the General Provisions.

“TRANSFER” shall mean all tasks, Deliverables and activities related to or necessary for moving from the provision of Services pursuant to a given category of Module Services pursuant to CALNET II to one or more other categories of Module Services pursuant to CALNET II and the applicable Contract(s) for Module Services.

“TRANSITION” shall mean all tasks, Deliverables and other activities related to or necessary for moving from the provision of services pursuant to CALNET I to the provision of Services pursuant to CALNET II pursuant to the Contracts for Module 1 Services or Module 2 Services.

“TRANSITION-IN PLAN” shall mean the plan for transitioning the provision of services pursuant to CALNET I to the provision of Services pursuant to CALNET II pursuant to the Contracts for Module 1 Services or Module 2 Services, respectively, which identifies all material Transition tasks and Deliverables to be completed by Contractor in connection with the Transition of all Services to Contractor, and the dates by which each is to be completed by Contractor, all as further described in Section 76 of the General Provisions of the Contracts for Module 1 Services or Module 2 Services, respectively.

“UNIFIED MESSAGING” shall mean access to e-mail, voice mail and faxes by a common interface by computer or by telephone. The end user can access these messages from a variety of devices - PCs, telephones, PDAs, etc.

“USAC” shall mean Universal Service Administrative Company.

“WORK AUTHORIZATION” shall mean a work authorization executed by the State and Contractor for unanticipated work not specified in the Statement of Work, as further described in Section 55 of the General Provisions and which will be prepared in accordance with the sample provided in Attachment 5, Exhibit A-4.